Avaya 3100 Mobile Communicator - Client for BlackBerry User Guide

Avaya 3100 Mobile Communicator
Release 3.1

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Contact Avaya Support
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Welcome

This section contains the following topics:

- **“Your new Avaya 3100 Mobile Communicator - Client for BlackBerry application” on page 7**
- **“New in this release” on page 7**
- **“Avaya 3100 Mobile Communicator - Client for BlackBerry feature overview” on page 9**
- **“Language support” on page 10**

Your new Avaya 3100 Mobile Communicator - Client for BlackBerry application

With the Avaya 3100 Mobile Communicator - Client (3100 MC - Client) for BlackBerry application, you can achieve real-time communication with the Avaya 3100 Mobile Communicator Gateway and Avaya Communication Server. The term Communication Server means all communication servers that Avaya 3100 Mobile Communicator supports. For more information, see the Avaya 3100 Mobile Communicator Product Bulletin at www.avaya.com/support.

New in this release

The following details what’s new in *Avaya 3100 Mobile Communicator - Client for BlackBerry User Guide* (NN42030-101) for Avaya 3100 Mobile Communicator Release 3.1.

Features

This release contains new information about call features.

- **“Presence status indicators” on page 56**
- **“Call Intercept” on page 45**

Other changes

There are no other changes to this document.

Revision history

October 2010

Standard 04.05. This document is issued to support Avaya 3100 Mobile Communicator Release 3.1. Editorial changes were made.

July 2010

Standard 04.04. This document is issued to support Avaya 3100 Mobile Communicator Release 3.1. Editorial changes were made. This document contains the content from *Avaya 3100 Mobile Communicator - Client for BlackBerry Quick Reference* (NN42030-105). For more information, see **“Quick reference” on page 77**.

November 2009

Standard 04.03. This document is issued to support Avaya 3100 Mobile Communicator Release 3.1. Technical information was updated.

November 2009

Standard 04.02. This document is issued to support Avaya 3100 Mobile Communicator Release 3.1. Updated information about Call Intercept.

October 2009

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June 2009

Standard 03.07. This document is issued to support Avaya 3100 Mobile Communicator Release 3.0 SU03. Updates were made to technical content, including **"Calling from the Buddy list" on page 46** and **"Working with Buddies" on page 51**.

January 2009

Standard 03.06. This document is issued to support Avaya 3100 Mobile Communicator Release 3.0. Updates were made to technical content, in the section **"System and network requirements" on page 11**.

January 2009

Standard 03.05. This document is issued to support Avaya 3100 Mobile Communicator Release 3.0. Updates were made to technical content, including **"Performing an upgrade for a major release" on page 19**, and **"Calling an emergency number" on page 46**.

December 2008

Standard 03.04. This document is issued to support Avaya 3100 Mobile Communicator Release 3.0. Updates were made to include links to multimedia presentations, and to **"Cellular data plan use of Avaya 3100 MC - Client for BlackBerry" on page 13**.

November 2008

Standard 03.03. This document is issued to support Avaya 3100 Mobile Communicator Release 3.0. Updates were made to correct content in **"Device handoff" on page 51** and **"Clearing missed calls" on page 73**.

November 2008

Standard 03.02. This document is issued to support Avaya 3100 Mobile Communicator Release 3.0. Corrections were made to the upgrade procedures.

September 2008

Standard 03.01. This document is issued to support Avaya 3100 Mobile Communicator Release 3.0.

April 2008

Standard 02.01. This document is issued to support Avaya 3100 Mobile Communicator Release 2.1.

November 2007

Standard 01.03. This document is up-issued to contain updated screen captures.

October 2007

Standard 01.02. This document is up-issued to contain fixes for configuring Avaya 3100 Mobile Communicator addresses and revised Outgoing Call Service DN requirements.

September 2007

Standard 01.01. This document is issued to support the Avaya 3100 Mobile Communicator Series Portfolio on Avaya Communication Server 1000 Release 5.0.

Avaya 3100 Mobile Communicator - Client for BlackBerry feature overview

The Avaya 3100 Mobile Communicator - Client extends the enterprise collaboration functionality to a Research in Motion (RIM) BlackBerry mobile device using a data (Internet) connection over the cellular network. With the Avaya 3100 MC - Client, you can perform the following tasks:

- Associate a single number, such as your office extension, with all of your outbound calls.
- Answer office calls on your BlackBerry.
- Manage a list of the people you most frequently call (Buddy list) using the Avaya 3100 MC - Client local directory and the BlackBerry address book.
- Search for contacts in the corporate directory and in the Avaya 3100 MC - Client local directory.
- Track the presence status of other mobility-enabled users.
- Configure your own presence status on the network.
- Use the event logs to view your most recent incoming and outgoing calls, instant messages, and system events.
- Check for new voice mail messages in your mailbox.
- Toggle Call Intercept mode in order to make personal calls that reveal your cellular identity.
- Create a user group containing multiple buddies, and then initiate a call to the group members.
- Redirect your incoming calls to alternative contact locations (for example: office, home, other).
- Exchange instant messages (IM) with other Avaya 3100 MC - Client users.
- Automatically download your configuration settings, including a list of valid emergency numbers, from the Avaya 3100 Mobile Communicator Gateway.
- When you dial an emergency number (for example, 911) on the Avaya 3100 MC - Client for BlackBerry, the system automatically switches to the native device phone in order to place the call. Your administrator configures the emergency telephone numbers in the Avaya 3100 Mobile Communicator Gateway.
- Communicate using one of the following methods:
  - Dial a number on the keypad
  - Select a number from the Quick Dial list
  - Select a buddy and choose a contact method (voice call or IM)
  - Select a record in the History log, native address book, Voice Mail or IM session pane, and then start a new communication session.
- Available outbound call modes:

- **Call-me-First**: Call-me-First calls take two steps to complete. First, the Avaya 3100 Mobile Communicator Gateway calls you at a chosen location. After you answer, the Avaya 3100 Mobile Communicator Gateway calls the second party.
- **Direct Outbound**: You can initiate calls directly from your BlackBerry to other parties using the Direct Outbound mode.

For more information, see **"Call modes" on page 44**.

Note: Before you can use the Direct Outbound call mode, you must select your Outgoing Call Service DN in the Avaya 3100 MC - Client settings. Your administrator can provide the DN to select.

- Available telephony features (support varies by network):
  - Call hold and retrieve
  - Supervised and unsupervised call transfer
  - Device handoff
  - Call swap
  - Caller ID/caller name display (information varies by network)
  - Call timer
  - Conference call

  For more information about configuring the Avaya 3100 MC - Client settings, see **"Initial configuration" on page 23**.

Language support

Avaya 3100 MC - Client for BlackBerry supports the following languages:

- Chinese
- Dutch
- English
- French
- German
- Japanese
- Norwegian
- Swedish

When you install the client loads using the over the air download method, the system recommends a software load that matches the operating system, features, and language of your device. Each Avaya 3100 MC - Client for BlackBerry load contains all the supported languages. The Avaya 3100 MC - Client for BlackBerry displays in your configured language.

Getting started

This section contains the following topics:

- **“Before you begin” on page 11**
- **“System and network requirements” on page 11**
- **“Subscriber identity module (SIM) card” on page 12**
- **“Cellular data plan use of Avaya 3100 MC - Client for BlackBerry” on page 13**
- **“Battery life” on page 14**
- **“Accessing Help” on page 14**

Before you begin

Before you install the Avaya 3100 MC - Client application, complete the following checklist:

- Install the latest version of the BlackBerry Desktop Manager software and ensure it is working properly.
- Become familiar with navigation and data entry methods for your BlackBerry.

System and network requirements

Important Notice:

Users are advised to select and use headsets which are designed to reduce excessive sound pressure levels or acoustic shocks, and to check that their headsets meet their respective National or International Acoustic and Safety requirements.

The Avaya 3100 MC - Client for BlackBerry has the following system requirements.

Table 1: System requirements

Hardware and software	Type
Operating system	Research in Motion BlackBerry operating system, V4.0 and later.
Memory	Minimum of 20 megabytes (MB) of Flash memory on your BlackBerry.
RIM BlackBerry	BlackBerry 81xx (Pearl) BlackBerry 83xx(Curve) BlackBerry 85xx(Curve) BlackBerry 87xx BlackBerry 88xx BlackBerry 89xx (Curve) BlackBerry 9000 (Bold) BlackBerry 9200 (Curve) BlackBerry 9500 (Storm) BlackBerry 9550 (Storm 2) BlackBerry 9600 (Tour) BlackBerry 9700 (Bold 2)

Table 1: System requirements

Hardware and software	Type
Battery	Charged battery in your BlackBerry.
Other hardware	A desktop or laptop PC with a universal serial bus (USB) port. A USB connection cable.
Other software	BlackBerry Desktop Manager software 4.2.2.14 or later installed on your desktop or laptop PC (to transfer the files to the BlackBerry).

For a list of the latest supported devices, see the ***Avaya 3100 Mobile Communicator Gateway Product Bulletin*** at www.avaya.com/support.

> ***Note:*** On the BlackBerry Curve, the typical Menu display process using the trackball does not work. In these models, when a Choice Group is highlighted, the BlackBerry Curve uses the menu button to open all menus in any context. When a Choice Group is not highlighted, the trackball causes the menu to appear. This document covers the user interface of the other BlackBerry devices, where the trackball causes the menu to appear.

Enterprise requirements

The Avaya 3100 Mobile Communicator Gateway requires the following applications at the enterprise site:

- Avaya 3100 Mobile Communicator Gateway
- Supported enterprise communication server (ECS) programmed with an account for each user.

Network specifications

You must meet the following network specifications:

- Cellular network subscription
- Cellular Internet access

Subscriber identity module (SIM) card

You can change the SIM card in your device. As long as the new SIM card supports a data connection, the device sends the telephone number associated with the SIM to the Avaya 3100 Mobile Communicator Gateway during the log on process. You continue to make and receive calls without changing your client configuration. People calling you do not dial different telephone numbers when you change SIM cards.

Cellular data plan use of Avaya 3100 MC - Client for BlackBerry

Table 2 "Cellular data plan usage" on page 13 shows the approximate data usage for various Avaya 3100 MC - Client functions.

Table 2: Cellular data plan usage

Command	Bytes (Approximate)
Login	1000
Logout	900
Call screening mode change	800
Incoming call notification	800
Incoming call answer	900
Outgoing call (Call-me-First)	1000
Outgoing call (Direct)	1000
MWI Update	500
Client polling (every 90 seconds)	700

Sample calculation

Using the following assumption for a Avaya 3100 MC - Client user:

- 5 logon or logout attempts per day.
- 3 calls per hour (2 inbound, 1 outbound) within an 8 hour workday.
- 5 message waiting indicator updates per day.

The following calculation shows data usage per month, assuming 20 work days per month:

Logon and logout attempts

((5 * 1000) + (5 * 900)) * 20 = 190 000 bytes

3 calls per hour (2 inbound, 1 outbound) during an 8 hour day

((2 * 800) + (2 * 900) + 1000) * 8 * 20 = 704 000 bytes

5 message waiting indicator updates

500 * 20 = 10 000 bytes

Client polling (every 90 seconds or 40 an hour)

40 * 700 * 24 hours * 30 days = 20 160 000 bytes

The sum of cellular data use per month is:

190 000 + 704 000 + 10 000 + 20 160 000 = 21 064 000 bytes.

Battery life

The battery life of your device varies on the amount of usage. When operating in standby mode, expect 24 hours standby time while connected to a 2G network, and 10 hours standby time while connected to a 3G network.

There are many factors that affect battery life. If you have devices for which you do not get the above standby time, then you should contact Avaya Support to discuss the scenario.

Accessing Help

The Avaya 3100 MC - Client includes embedded, context-sensitive help for the following topics:

- **Presence**: describes the presence status icons.
- **Log**: describes the log icons.
- **About**: provides the Avaya 3100 MC - Client for BlackBerry software version number.
- **Device configuration**: lists critical settings configured when you first log on. For more information, see **"Initial configuration" on page 23**.

Accessing Help

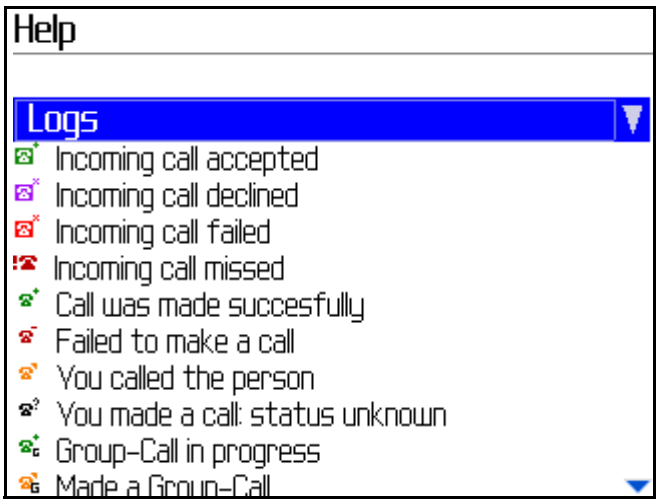
1. From the Main pain menu, select **Menu, Help**.

   The Help pane appears. See **Figure 1 "Help pane" on page 14**.

   The Help pane shows information related to the previous pane. For example, if you select help from the Logs pane, the Logs topic appears.

2. To change topics, select a different item from the menu or list.

Figure 1: Help pane



Installing your Avaya 3100 MC - Client for BlackBerry

This section contains the following topics:

- **"Installing or upgrading the software" on page 15**
- **"Uninstalling Avaya 3100 MC - Client for BlackBerry" on page 20**
- **"Determining the software version" on page 21**

Installing or upgrading the software

This section describes how to install or upgrade the Avaya 3100 Mobile Communicator - Client (Avaya 3100 MC - Client) for BlackBerry on a supported BlackBerry device. You can install or upgrade the Avaya 3100 MC - Client in one of three ways:

- **Installing from a computer**: Use this method to add the software to your computer, connect your computer to your BlackBerry with a universal serial bus (USB) cable, and then install the software by using the Desktop Manager.
- **Installing over the air:** Use this method to open a Web browser on your BlackBerry, access a Web site that lists the available software load builds, and then select and install the appropriate software for your particular device. This method requires that you purchase a BlackBerry cellular data plan.

  Note: Avaya recommends that you use the over the air method of installation, because most of the installation steps are automated.

- Installing from the BlackBerry Enterprise Server (BES): Your system administrator may request that you use this method. For information on the BES install, see **"Installing or upgrading Avaya 3100 MC - Client for BlackBerry using the BlackBerry Enterprise Server (BES)" on page 17**.

Use the following procedures to install or upgrade the Avaya 3100 MC - Client for BlackBerry software:

- **"Installing Avaya 3100 MC - Client for BlackBerry from a computer" on page 15**
- **"Installing your new Avaya 3100 MC - Client for BlackBerry over the air" on page 16**
- **"Installing or upgrading Avaya 3100 MC - Client for BlackBerry using the BlackBerry Enterprise Server (BES)" on page 17**
- **"Upgrading Avaya 3100 MC - Client for BlackBerry from a computer" on page 18**
- **"Upgrading Avaya 3100 MC - Client for BlackBerry over the air" on page 19**
- **"Performing an upgrade for a major release" on page 19**

  Note: Before you upgrade for a major release, for example, Release 2.x to Release 3.0, you must record your Username, Password, Primary Avaya 3100 Mobile Communicator Gateway address, and mobile contact number. You will need to reenter these settings on the Avaya 3100 MC - Client after completing the upgrade.

Installing Avaya 3100 MC - Client for BlackBerry from a computer

Before installation, you obtain the Avaya 3100 MC - Client for BlackBerry software from the Avaya 3100 Mobile Communicator Gateway. Your system administrator gives you the Uniform Resource Locator (URL) for the Avaya 3100 Mobile Communicator Gateway user portal.

To upgrade the software, see **"Upgrading Avaya 3100 MC - Client for BlackBerry from a computer" on page 18**.

Installing Avaya 3100 MC - Client for BlackBerry (new installation) from a computer

1. On your computer, open a Web browser and enter the hypertext transfer protocol secure (HTTPS) or hypertext transfer protocol (HTTP) address of the user portal:

   http://<IP address or hostname>:8282/adminserver/userportal.html

   https://<IP address or hostname>:8553/adminserver/userportal.html

   Note: Ask your system administrator for the correct hostname and port settings.

2. Locate the software files required for your BlackBerry and click **Download**.
3. Click **Save**.
4. Navigate to the folder where you want to store the software file on your computer, and click **Save**.
5. Unzip the software files and save them to a folder on your computer.
6. Connect the BlackBerry to your PC using a Universal Serial Bus (USB) cable.
7. Launch the BlackBerry Desktop Manager on your PC by choosing **Start, Programs, BlackBerry, Desktop Manager**.
8. Click **Application Loader**.
9. On the **Application Loader Wizard**, click **Next**.
10. If prompted, select a communication port and click **Next**.
11. If any applications are listed on the Device Application Selection pane, select them and click **Delete**. You must delete each item individually.
12. Click **Add**.
13. Browse to the folder containing the software files.
14. Select the software files folder, and click **Open**.
15. On the Device Application selection pane, select the Mobile Console applications.
16. Click **Next**.
17. Click **Finish** to install the Avaya 3100 MC - Client.
18. Select the licensing and security boxes that appear during the installation.
19. Click **Close** when the Application Loader Wizard finishes installing the Avaya 3100 MC - Client.
20. Click **Yes** to restart your BlackBerry.
21. Complete other installation tasks, such as the installation of a security certificate, if directed by your system administrator.

Installing your new Avaya 3100 MC - Client for BlackBerry over the air

You can maintain Avaya 3100 MC - Client software directly from your BlackBerry using a wireless or over the air (OTA) connection to the internet. To complete the initial installation, open a browser on your BlackBerry, access the software Web site, and download and install the software.

When you perform an over the air software installation, Avaya recommends that you install a software load that matches the operating system, features, and language of your BlackBerry. You can accept the recommendation or select a different load. You can also reconfigure your BlackBerry so that the system recommends a different load. For example, if you change your BlackBerry's language under Options, Language, the system will recommend software for that language, if it is available. For more information, see **"Language support" on page 10**.

If you receive an error message (such as Avaya 3100 MC - Client_BB-3 not found) when you attempt to start the Avaya 3100 MC - Client for BlackBerry, you must reinstall the software.

To upgrade the software, see **"Upgrading Avaya 3100 MC - Client for BlackBerry over the air" on page 19**.

Installing Avaya 3100 MC - Client for BlackBerry (new installation) over the air

1. If the Avaya 3100 MC - Client is running, select **Menu**, **Quit** to stop it.
2. On your BlackBerry, select **Start**, **BlackBerry Explorer**.
3. Enter the HTTPS or HTTP address of the OTA download site:

   http://<IP address or hostname | IP>:8080>/m

   OR

   https://<IP address or hostname | IP>:8443/m

   Note: Obtain the actual address and port settings from your system administrator.

4. To install the recommended software, highlight the **Installable** link.
5. To install different software,
   a. Select **All other software for your platform**.
   b. Select **Menu, Get Link**.
   c. Scroll to the software, highlight the **Installable** link.
6. Select **Menu, Get Link**.
7. Click **Download**.
8. If you are upgrading the software, click **Yes** at the prompt.
9. Select licensing and security boxes that might appear during the installation.
10. Restart your BlackBerry if prompted.
11. Complete other installation tasks, such as the installation of a security certificate, if directed by your system administrator.

    Note: If you cannot establish an HTTPS connection because of untrusted or expired certificates, contact your system administrator. You may have to renew the certificate infrastructure, or update your BlackBerry MDS to use existing certificates.

Installing or upgrading Avaya 3100 MC - Client for BlackBerry using the BlackBerry Enterprise Server (BES)

Your system administrator can deploy Avaya 3100 MC - Client for BlackBerry software from the Research in Motion (RIM) BlackBerry Enterprise Server (BES) to your BlackBerry. The installation or upgrade occurs automatically.

Upgrading Avaya 3100 MC - Client for BlackBerry from a computer

This section describes how to upgrade the Avaya 3100 MC - Client for BlackBerry from a computer. When you upgrade the software, your data is retained for the new version.

Installing Avaya 3100 MC - Client for BlackBerry from a computer

1. If the Avaya 3100 MC - Client is currently installed and running on your BlackBerry device, stop it by selecting **Menu**, **Quit**.
2. On your computer, open a web browser and enter the HTTPS or HTTP address of the user portal:

   http://<IP address or hostname>:8282/adminserver/userportal.html

   https://<IP address or hostname>:8553/adminserver/userportal.html

   Note: Obtain the actual hostname and port settings from your system administrator.
3. Locate the software files required for your BlackBerry and click **Download**.
4. Click **Save**.
5. Navigate to the folder where you want to store the software file on your computer, and click **Save**.
6. Unzip the software files and save them to a folder on your computer.
7. Connect the BlackBerry to your PC using a Universal Serial Bus (USB) cable.
8. Launch the BlackBerry Desktop Manager on your PC by choosing **Start, Programs, BlackBerry, Desktop Manager**.
9. Click **Application Loader**.
10. On the **Application Loader Wizard**, click **Next**.
11. If prompted, select a communication port and click **Next**.
12. If any applications are listed on the Device Application Selection pane, select them and click **Delete**. You must delete each item individually.
13. Click **Add**.
14. Browse to the folder containing the software files.
15. Select the software files and click **Open**.
16. On the Device Application selection pane, select the Mobile Console applications.
17. Click **Next**.
18. Click **Finish** to install the Avaya 3100 MC - Client.
19. Select licensing and security boxes that might appear during the installation.
20. Click **Close** when the Application Loader Wizard finishes installing the Avaya 3100 MC - Client.
21. Click **Yes** to restart your BlackBerry.
22. Complete other installation tasks, such as the installation of a security certificate, if directed by your system administrator.

    Note: The upgrade procedure retains application data. To remove the data associated with the previous version of the application, clear the database the first time you run the upgraded application. For more information about uninstalling the database, see **“Clearing the Avaya 3100 MC - Client for BlackBerry database” on page 20**.

Upgrading Avaya 3100 MC - Client for BlackBerry over the air

This section describes how to upgrade the Avaya 3100 MC - Client for BlackBerry over the air. When you upgrade the software, your data is retained for the new version.

Note: If you are upgrading from Release 2.x, you cannot upgrade over the air. You must first perform an over the air initial upgrade (see **"Performing an upgrade for a major release" on page 19**), and then update the Avaya 3100 Mobile Communicator Gateway address on the MCG settings pane if instructed to do so by your system administrator.

If you receive an error message (such as Avaya 3100 MC - Client_BB-3 not found) when you attempt to start the Avaya 3100 MC - Client for BlackBerry, you must reinstall the software.

Upgrading Avaya 3100 MC - Client for BlackBerry over the air

1. If not already logged in, start the Avaya 3100 MC - Client for BlackBerry and log on. For more information about exiting the Avaya 3100 MC - Client, see **"Starting and exiting the Avaya 3100 MC - Client for BlackBerry application" on page 35**.
2. Select **Menu, Help, Software upgrade**.

   A web browser opens to the software download site.
3. To install the recommended software load, highlight the **Installable** link.
4. To install another software load,
   a. Select **All other software for your platform**.
   b. Select **Menu, Get Link**.
   c. Scroll to a load, and highlight the **Installable** link.
5. Select **Menu, Get Link**.
6. Click **Download**.
7. Click **Yes** at the upgrade prompt.
8. Select licensing and security boxes that might appear during the installation.
9. Restart your BlackBerry if prompted.
10. If you receive an error message (such as Avaya 3100 MC - Client_BB-3 not found) when you attempt to start the Avaya 3100 MC - Client for BlackBerry, you must reinstall the software.

    Note: The upgrade procedure retains application data. To remove the data associated with the previous version of the application, clear the database the first time you run the upgraded application. For more information about uninstalling the database, see **"Clearing the Avaya 3100 MC - Client for BlackBerry database" on page 20**.

Performing an upgrade for a major release

Follow this procedure to upgrade from one major release to another.

Upgrading Avaya 3100 MC - Client for BlackBerry for a major release

1. Record your configuration in the following table.

Table 3: Upgrade configuration parameters

Parameter	Value
Username	
Password	
Primary Avaya 3100 Mobile Communicator Gateway Address	
Network Connection (if available)	
Mobile Contact	

2. Install the new version of the client using the instructions in **“Installing Avaya 3100 MC - Client for BlackBerry from a computer” on page 15** or **“Installing your new Avaya 3100 MC - Client for BlackBerry over the air” on page 16**.
3. Follow **“Initial configuration” on page 23**, using the information in **Table 3 "Upgrade configuration parameters" on page 20**.

Uninstalling Avaya 3100 MC - Client for BlackBerry

Use the following procedures to uninstall the Avaya 3100 MC - Client for BlackBerry.

- **“Clearing the Avaya 3100 MC - Client for BlackBerry database” on page 20**
- **“Uninstalling the Avaya 3100 MC - Client for BlackBerry application” on page 21**

Clearing the Avaya 3100 MC - Client for BlackBerry database

Uninstalling the application may not erase the application data. To ensure that you erase the application data, Avaya recommends that you clear the Avaya 3100 MC - Client for BlackBerry database before you uninstall the Avaya 3100 MC - Client for BlackBerry application.

Clearing the Avaya 3100 MC - Client for BlackBerry database

1. Start the Avaya 3100 MC - Client for BlackBerry application and log off the network.

   For more information about starting and exiting the Avaya 3100 MC - Client for BlackBerry application, see **“Starting and exiting the Avaya 3100 MC - Client for BlackBerry application” on page 35** and **“Logging on and logging off” on page 36**.
2. Navigate to the Avaya 3100 MC - Client for BlackBerry Main screen.
3. From the menu, select **Options**.
4. From the menu, select **Erase Database**.
5. Select **Yes** at the prompt to “Clear database and quit?”
6. From the menu, choose **Select**.

Uninstalling the Avaya 3100 MC - Client for BlackBerry application

Uninstalling the Avaya 3100 MC - Client for BlackBerry software

1. Select **Menu, Quit** to exit the Avaya 3100 MC - Client for BlackBerry application if it is running.

   For more information about starting and exiting the Avaya 3100 MC - Client for BlackBerry application, see **"Starting and exiting the Avaya 3100 MC - Client for BlackBerry application" on page 35**.

2. From the main menu, select **Options, Advanced Options, Applications**.

   Note: On some BlackBerry devices, **Options** appears under Settings and **Applications** appears under Advanced Options.

3. On the Applications pane, select the item that you want to uninstall.
4. From the menu, select **Delete**.
5. On the confirmation pane, choose **Yes**.
6. At the prompt *Deletion will occur when the device is restarted. Restart now?* Click **Yes**.

Determining the software version

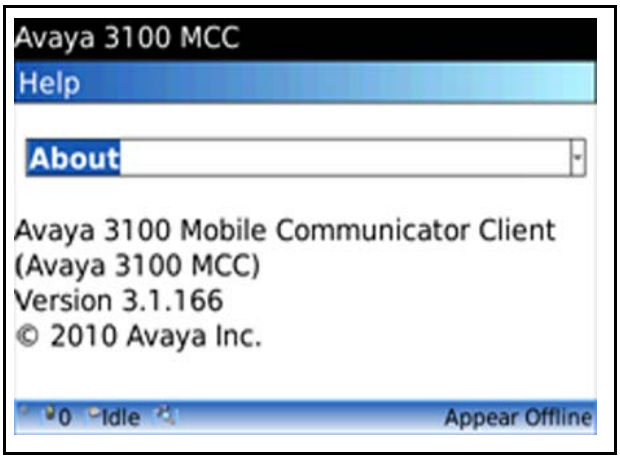
You can check the software version of the Avaya 3100 MC - Client for BlackBerry on the About pane.

Checking the software version

1. From the main screen of the Avaya 3100 MC - Client application, select **Menu, Help, About**.
2. Select **Menu**, **Change Option**.
3. Select **About**.

   The version pane for the Avaya 3100 MC - Client appears.

Figure 2: About pane



Configuring your Avaya 3100 MC - Client for BlackBerry

This section contains the following topics:

- **"Initial configuration" on page 23**
- **"Advanced Configuration settings" on page 25**
- **"Database backup and restore" on page 32**
- **"Changing the language" on page 33**

Initial configuration

The first time you start the Avaya 3100 Mobile Communicator Client (Avaya 3100 MC - Client) after you install it on your BlackBerry, you must configure the following parameters provided by your system administrator.

Entering the initial configuration settings for the Avaya 3100 MC - Client

1. Obtain your basic login settings from your system administrator.
2. Connect your BlackBerry to the cellular network.
3. From your BlackBerry's Main menu, select **Avaya 3100 MC - Client**.

   The Initial Login pane displays.
4. Complete the fields using the information in the table below as a guide:

Table 4: Required parameters

Parameter	Description
Username	The account user name on the enterprise network.
Password	The account password on the enterprise network.
Avaya 3100 Mobile Communicator Gateway Address	Enter the address of the primary Avaya 3100 Mobile Communicator Gateway using the format: http://<IP address | FQDN>:<port> **OR** https://<IP address | FQDN>:<port> Typical port settings are 8443 for Hypertext Transfer Protocol Secure (HTTPS) and 8080 for Hypertext Transfer Protocol (HTTP). If the default port of 8080 is in use on the Avaya 3100 Mobile Communicator Gateway, then only the IP address or FQDN is required.

Table 4: Required parameters

Parameter	Description
Network Connection	Use the radio buttons to select a network connection type: • Internal BES: The Avaya 3100 MC - Client connects to the Avaya 3100 Mobile Communicator Gateway using a BlackBerry Enterprise Server (BES) located on the enterprise network. • External BES: The Avaya 3100 MC - Client connects to the Avaya 3100 Mobile Communicator Gateway using a hosted BES located on the Internet. • Non BES: The Avaya 3100 MC - Client connects directly to the Avaya 3100 Mobile Communicator Gateway over the internet. ***Note:*** If you are using the Avaya 3100 MC - Client in a non-BES or an external-BES environment, your system administrator may instruct you to install a security certificate and configure the Access Point Name (APN) parameters on your BlackBerry device. You can use the BlackBerry Desktop Manager to install the certificate, and program the APN in the TCP section of your BlackBerry's advanced settings. Your system administrator will provide you with detailed instructions to complete these tasks.
Mobile Contact	Enter your mobile phone number or accept the autopopulated value. Recommended number format: +XX YYY ZZZ ZZZZ Where: + = International access code XX = Country code YYY = Area code ZZZ ZZZZ = Local number Include the international access code and country code only if you are directed to by your system administrator. The mobile contact number is your default number for incoming and outgoing calls. If you want to use another number for this purpose, such as your home number, configure it on the Owner Information pane.

5. After entering all of the parameters, click **Menu, Save**.

Note: Whenever you change your username, all of the parameters associated with the original username are cleared and must be reentered.

The Avaya 3100 MC - Client attempts to log into the system.

— If all of the parameters that you enter are correct, the Main pane appears. Your configuration automatically downloads from the Avaya 3100 Mobile Communicator Gateway and you can begin to use the Avaya 3100 MC - Client for BlackBerry to place calls and to send instant messages.

— If you do not successfully log on the first time, re-enter your configuration details on the Initial Login pane.

Note 1: The next time you start Avaya 3100 MC - Client for BlackBerry, you will automatically log on to the network.

Note 2: You can change your basic login information on the Avaya 3100 Mobile Communicator Gateway pane. For more information, see **"Avaya 3100 Mobile Communicator Gateway settings" on page 26**.

6. At the prompt to configure your BlackBerry notification profile, select **Configure Now**, and select how you want to be alerted of incoming calls, instant messages, and presence alerts.

Advanced Configuration settings

After successfully logging on, you can customize the performance of your Avaya 3100 MC - Client by updating the advanced configuration settings.

The following configuration settings are available:

- **"Owner information settings" on page 25**
- **"Avaya 3100 Mobile Communicator Gateway settings" on page 26**
- **"IM/Call settings" on page 28**
- **"Buddy settings" on page 29**
- **"Quick key settings" on page 30**
- **"Configuring your BlackBerry Notification Profile" on page 31**

Owner information settings

Use the Owner Information pane to review and program your display name and alternate contact numbers.

Configuring your owner information settings

1. Select **Menu, Options, Owner information**.
2. Complete the fields using the information in the table below as a guide.

Table 5: Owner information pane fields

Field	Description
First name	Enter your first name.
Last name	Enter your last name.
Display name	Enter the name that appears in the Status pane of the Main pane.

Table 5: Owner information pane fields

Field	Description
Mobile contact	Enter your mobile phone number. Your incoming calls are directed to this number by default. If your device is running RIM OS 4.1 or greater, this field autopopulates. This is a required setting.
Extension contact	Enter your business extension number if different from your Username. You can direct a call to this contact number when you call someone in Call-me-First mode.
Home contact	Enter your home phone number. You can direct a call to this number when: • You call someone in Call-me-First mode. • You receive an incoming call and Call Screening mode is enabled.
Other1 contact	Enter an additional number. You can direct a call to this contact number when: • You call someone in Call-me-First mode. • You receive an incoming call and Call Screening mode is enabled.
Other2 contact	Enter an additional number. You can direct a call to this contact number when: • You call someone in Call-me-First mode. • You receive an incoming call and Call Screening mode is enabled.

3. Select **Menu, Save**.

Avaya 3100 Mobile Communicator Gateway settings

Use the Mobility Gateway pane to manage your connection with the Avaya 3100 Mobile Communicator Gateway.

> ***Note:*** Some Avaya 3100 Mobile Communicator Gateway settings automatically download from the Avaya 3100 Mobile Communicator Gateway. To determine if you have permission to update these settings, contact your system administrator.

Reviewing and configuring the Avaya 3100 Mobile Communicator Gateway settings

1. Select **Menu**, **Options**, **Mobility Gateway**.
2. Complete the fields using the information in the following table as a guide.

Table 6: Avaya 3100 Mobile Communicator Gateway fields

Field	Description
Username	Enter your account username on the Avaya 3100 Mobile Communicator Gateway.

Table 6: Avaya 3100 Mobile Communicator Gateway fields

Field	Description
Password	Enter your account password on the Avaya 3100 Mobile Communicator Gateway.
Primary Avaya 3100 Mobile Communicator Gateway Address	Enter the Uniform Resource Locator (URL) of the primary Avaya 3100 Mobile Communicator Gateway. Format: http://<IP address | FQDN>:<port> **OR** https://<IP address | FQDN>:<port> If the default port of 8080 is in use, then only the IP address or FQDN is required.
Secondary Avaya 3100 Mobile Communicator Gateway Address	Enter the URL of the secondary Avaya 3100 Mobile Communicator Gateway. This setting is automatically downloaded.
Network Connection	Select a network connection type: • Internal BES: the Avaya 3100 MC - Client connects to the Avaya 3100 Mobile Communicator Gateway through a BlackBerry Enterprise Server (BES) located on the enterprise network. • External BES: the Avaya 3100 MC - Client connects to the Avaya 3100 Mobile Communicator Gateway using a hosted BES located on the Internet. • Non BES: the Avaya 3100 MC - Client connects directly to the network over the Internet. In a non-BES environment, you may be required to install a security certificate and configure the Access Point Name (APN) on your BlackBerry. ***Note:*** If you are using the Avaya 3100 MC - Client in a non-BES or External BES environment, your system administrator may instruct you to install a security certificate and configure the APN on your device. You can use the BlackBerry Desktop Manager (BDM) to install the certificate, and program the APN in the TCP section of your BlackBerry's Advanced Settings. Your system administrator will provide you with detailed instructions to complete these tasks.

Table 6: Avaya 3100 Mobile Communicator Gateway fields

Field	Description
Voicemail DN/ SIP Address	This is a list of valid system voice mail access numbers that is downloaded automatically from the Avaya 3100 Mobile Communicator Gateway at first configuration. The setting is either provided by your administrator, or you can select a configured voice mail number based on your office or region. You can use the number to access your voice mail system directly from the Avaya 3100 MC - Client.
Outgoing Call Service DN	This is a list of valid service numbers for the Direct Outbound Call mode, and is downloaded automatically from the Avaya 3100 Mobile Communicator Gateway at first configuration. The setting is either provided by your administrator, or you can select a number based on your office or region. ***Note:*** To ensure Direct Outbound mode works correctly, make sure your device caller ID is visible to outside callers.

3. Select **Menu, Save**.

IM/Call settings

Use the IM/Call settings pane to review and program your call screening mode and instant message alert settings.

Reviewing and configuring your IM/Call setting

1. Select **Menu, Options, IM/Call settings**.
2. Complete the fields using the information in the following table as a guide.

Table 7: IM/Call settings pane fields

Field	Description
Call Screening Mode	Select a call screening mode: • **Call Screening Enabled**: When an incoming call is received, a dialog appears to enable you to redirect it to one of your alternate contact numbers (home, other1 or other2), accept it on your BlackBerry, or decline it. • **Call Screening Disabled**: When an incoming call is received, it is accepted on your BlackBerry where you can answer it.

Table 7: IM/Call settings pane fields

Field	Description
New IM Alert	If this box is selected, whenever you receive a new instant message, the New IM Alert appears. You can either ignore or reply to the message. If you choose to ignore the message, you can review it later in the History. If this box is clear, whenever you receive a new instant message, the IM sessions pane appears if you are on a read-only pane. If you are on a data input pane, no alert appears and the message is added to the History.
Instant Conference Notify Period	Configure the Instant Conference Notify Period between 1 and 30 minutes. This parameter controls how often the Avaya 3100 MC - Client prompts you to join an Instant Conference after you have received the initial invitation and selected ***Join Later***. Enter 0 to disable the feature.
Call Intercept	Call Intercept can be turned on or off. • On (default): All calls placed from the device, including calls from the native dialer) route through the Avaya 3100 Mobile Communicator Gateway. This allows you to show your Enterprise telephone number when calling people on company business. • Off: Calls placed from the native dialer do not route through the Avaya 3100 Mobile Communicator Gateway. The other party will see your cellular telephone number.

3. Select **Menu, Save**.

Buddy settings

Use the Buddy pane to manage presence update behavior for your mobility-enabled buddies (mobile client users on the same system).

Reviewing and configuring your Buddy settings

1. Select **Menu, Options, Buddy**.
2. Complete the fields using the information in the following table as a guide.

Table 8: Buddy settings pane fields

Field	Description
Enable Auto Presence	Select this check box to have the Avaya 3100 MC - Client receive automatic presence notifications from other mobility-enabled buddies whenever their status changes. ***Note:*** Enabling this feature causes extra airtime to be consumed and battery life to be reduced.
Auto Clear Interval (minutes)	When this timer expires, the Avaya 3100 MC - Client automatically clears all presence notifications from the Buddy list. Enable Auto Clear Presence to operate the timer. Configure the timer to a value between 1 and 120 minutes. Configuring the timer to 0 disables this function.

3. Select **Menu, Save**.

Quick key settings

Your BlackBerry has two convenience keys (left and front).

You can configure a convenience key as a quick key to start a selected action when the Avaya 3100 MC - Client is in focus. For more information about actions, see **Table 9 "Quick key pane fields" on page 31**.

When the application is not in focus, the key operates normally.

Configuring and reviewing your Quick key settings

1. Select **Menu, Options, Quick Key**.
2. Complete the fields using the information in the following table as a guide.

Table 9: Quick key pane fields

Field	Description
Quick key	Press a convenience on your BlackBerry once to activate the key as a Quick key. The key name will appear in the text box (for example, Space key). Pressing the Quick key while the Avaya 3100 MC - Client is in focus causes the phone pane to display or triggers one of the following context-sensitive actions: • Incoming call: The call is accepted and directed to the your BlackBerry. • Incoming instant message: The message appears. • Callable entity selected on History, Buddy list or Search results pane: The phone pane appears with the number predialed. If you are already on a call, that call is placed on hold while you initiate the new call. If you already have a call on hold and you click the Quick key, nothing happens. • Digits entered on the phone pane: The call is started. • Text entered in IM mode: The message is sent.

3. Select **Menu, Save**.

Note: You can also configure one of the convenience keys to start the Avaya 3100 MC - Client from your BlackBerry. For more information, refer to your BlackBerry documentation for programming instructions.

Configuring your BlackBerry Notification Profile

Configure settings in the notification profile to specify how your BlackBerry notifies you when you receive a call, instant message, or presence alert on the Avaya 3100 Mobile Communicator Gateway.

By default, there are no notifications selected. Update the active notification so that your BlackBerry rings or vibrates.

Note 1: As an alternative to updating the active notification profile, you can create a customized notification profile, or you can enable the loud notification profile, which causes your BlackBerry to ring and vibrate for all application-based events. For complete programming instructions, see your BlackBerry User Guide.

Note 2: Some BlackBerry devices may continue to vibrate after you answer an incoming call on your desktop telephone. To avoid this problem, configure the Avaya 3100 MC - Client for BlackBerry call notification profile to issue tone alerts only.

Updating your Active Notification Profile

1. Start the Avaya 3100 MC - Client application.
2. On your BlackBerry, click the **Profiles** icon.
3. Select **Advanced** from the Profiles list (by default, a BlackBerry uses the Default or Normal profile).
4. Select **Menu, Edit**.
5. Select **Call - MC**, then select **Edit**.
6. Configure how you want to be notified when you receive a call.
7. Select **Instant Message - MC**, then select **Edit**.
8. Configure how you want to be notified when you receive an instant message.
9. Select **Presence Alert - MC**, then select **Edit**.
10. Configure how you want to be notified when you receive a presence alert.
11. Click **Save**.
12. Click **Close**.

Figure 3: Configuring your notification profile

Database backup and restore

Avaya recommends that you save a copy of the Avaya 3100 MC - Client for BlackBerry database to a safe location. You will need a backup if the original database is deleted or for one of the following reasons:

- Your BlackBerry configuration revert to the factory defaults.
- You uninstall the Avaya 3100 MC - Client for BlackBerry software (except when using RIM Operating System 4.0).
- You selected the Clear Database command from the Avaya 3100 MC - Client for BlackBerry System Settings menu.

Note: For instructions to install, upgrade and uninstall the Avaya 3100 MC - Client for BlackBerry software, see **"Installing or upgrading the software" on page 15**.

Backing up the database

Backing up the Avaya 3100 MC - Client database

1. Connect your BlackBerry to your computer with a USB cable.
2. Select **Start, Programs, BlackBerry, Desktop Manager** to start the BlackBerry Desktop Manager.
3. Click **Backup and Restore**.

   The Backup and Restore dialog box appears.
4. Click **Advanced**.

   The Backup/Restore dialog box appears.
5. In the Devices Databases pane, select **RMS Databases.**
6. Click the left arrow button to copy **RMS Databases** to the Desktop File Databases pane.
7. From the File menu, select **Save As**.

   The **Save As** dialog box appears.
8. Navigate to the folder where you want to save the backup file, and then click **Save.**

   The Avaya 3100 MC - Client for BlackBerry database is saved.

Restoring the database

Restoring the Avaya 3100 MC - Client database

1. Connect your BlackBerry to your computer with a USB cable.
2. Select **Start, Programs, BlackBerry, Desktop Manager** to start the BlackBerry Desktop Manager.
3. Click **Backup and Restore**.

   The Backup and Restore dialog box appears.
4. Click **Restore**.

   The Backup and Restore dialog appears.
5. Select the backup file and click **Open**.

   A dialog box appears indicating that the selected file will overwrite the file on your BlackBerry.
6. Click **OK** to proceed with the restore.

   The Avaya 3100 MC - Client for BlackBerry database is restored.

Changing the language

You can change the language for the user interface and the audio prompts sent by the Avaya 3100 Mobile Communicator Gateway.

1. From the Main Menu, select Options, Language.
2. Select the desired language and save the changes.
3. Select the Avaya 3100 MC - Client again.
4. If Avaya 3100 MC - Client is currently running, a prompt appears. Click **Yes** to exit and restart in the new language.

Basic functions

This section contains the following topics:

- **"Starting and exiting the Avaya 3100 MC - Client for BlackBerry application" on page 35**
- **"Logging on and logging off" on page 36**
- **"Hiding the Avaya 3100 MC - Client for BlackBerry application" on page 37**
- **"Overview of the Main pane" on page 37**
- **"Navigation" on page 39**

Starting and exiting the Avaya 3100 MC - Client for BlackBerry application

This section describes how to start and exit the Avaya 3100 MC - Client for BlackBerry application.

Starting the Avaya 3100 MC - Client for BlackBerry application

The first time you start the application, enter your configuration settings at the prompt.

Starting the application and signing in

1. From the main menu of your BlackBerry, select Avaya 3100 MC - Client for BlackBerry.

   The splash screen appears.

Figure 4: Splash screen

The first time you start the Avaya 3100 MC - Client for BlackBerry, a warning appears stating that the application has requested an HTTP connection.

2. Select ***Allow this connection*** for ***All HTTP connections***.

   Note: If you accidentally select ***Deny this connection***, any further connections are refused. To solve this, select **Options, Firewall, Reset Settings**.

3. If prompted, enter your configuration settings. For more information about configuration settings, see **"Initial configuration" on page 23**.

Note: Startup time and ongoing performance of the Avaya 3100 MC - Client for BlackBerry are dependent on the available system resources.

Exiting the Avaya 3100 MC - Client for BlackBerry application

Normally, there is no need to exist the Avaya 3100 MC - Client for BlackBerry application. You can leave the application running for the entire time that the mobile device is turned on. You must, however, exit before performing software maintenance tasks.

Exiting the Avaya 3100 MC - Client for BlackBerry

1. From the Avaya 3100 MC - Client for BlackBerry main menu, select **Menu, Quit**.

   Note 1: You must exit the application before installing, upgrading, or uninstalling the software.

   Note 2: Avaya recommends that you exit the Avaya 3100 MC - Client for BlackBerry application before shutting off your BlackBerry.

Logging on and logging off

You may want to log off the network but leave the application running.

The Avaya 3100 MC - Client for BlackBerry application remains active when you are logged off. For more information about how to exit the application, see **“Starting and exiting the Avaya 3100 MC - Client for BlackBerry application” on page 35**.

Logging on

If you logged off and the application is running, you can log back on.

Logging on

- To log on, select **Menu, Login**.

  The login status indicator changes to Online when you are logged on.

Logon status messages

Status messages display as the Avaya 3100 MC - Client attempts to log on to the system. Message urgency is indicated by colored icons.

- Blue: For information purposes only. No corrective action is required.
- Yellow: Warning. You may have to reconfigure your application or BlackBerry settings.
- Red: Error. Before logging on to the system, reconfigure your application or BlackBerry settings.

Logging off

Logging off

- To log off, select **Menu, Logout**.

  The login status indicator changes to Logged Out.

Turning off autologin

The Avaya 3100 MC - Client automatically attempts to log on to the system at device start up. The process is repeated every few minutes until it successfully logs on to the system.

Disable the autologin feature if you do not know your configuration settings or if you do not want to be connected to the system.

Turning off autologin

- Select **Menu, Stop Auto Login** while the Avaya 3100 MC - Client is attempting to log on.

  The Avaya 3100 MC - Client stops attempting to log on to the system. The autologin feature is reenabled the next time you log on.

Hiding the Avaya 3100 MC - Client for BlackBerry application

To use another application, you can temporarily hide the Avaya 3100 MC - Client for BlackBerry application.

Hiding the Avaya 3100 MC - Client for BlackBerry application

- Select **Menu, Close**.

The application remains running in the background and does not appear. When you access the Avaya 3100 MC - Client for BlackBerry again from the BlackBerry main menu, you return to the last pane you used.

Overview of the Main pane

After you configure the Avaya 3100 MC - Client for BlackBerry (as described in **“Initial configuration” on page 23**), the Main pane appears whenever you start the Avaya 3100 MC - Client for BlackBerry.

The Main pane provides access to the full functionality of the Avaya 3100 MC - Client for BlackBerry. See **Figure 5 "Main paneMain pane components" on page 37**.

Figure 5: Main paneMain pane components

Phone pane

You access the Phone pane to place calls and to manage telephony features such as call hold and call transfer.

Buddy List pane

Your Buddy List pane provides you with a complete list of the names that you add to the Avaya 3100 MC - Client for BlackBerry. You manage your buddies by placing them into groups (for example, sales, finance). You can call a group (Instant conference) or a buddy. You can also send instant messages (IM) and track the presence status of all buddies that are mobility enabled. A mobility-enabled buddy is a user with an extension on the same Avaya 3100 Mobile Communicator Gateway.

Search pane

You use the search pane to search for names in the corporate directory. You can expand the search to include your local address book on your BlackBerry.

Voice Mail pane

You use the Voice Mail pane to determine if you have new messages in your mailbox and to call the voice mail system.

History pane

Your recent calls, instant messages, and system events are logged on the History pane. You sort and filter the entries, and you select an individual entry to view details or to initiate a call. A missed call indicator is provided.

IM Sessions pane

You use the IM Sessions pane to exchange instant messages with other mobility-enabled buddies.

Instant Conferencing pane

The Instant Conferencing pane lists recent conference activity. Use the pane to join conferences that are currently taking place and to restart conferences that have ended.

My Status pane

Use the My Status pane to configure your presence status on the network.

Dashboard information

The Main pane includes the following information on the dashboard, located on the bottom of the pane:

- New voicemail messages indication
- Missed call indication
- Status: your status on the network
- Call Screening Mode:
  - Call screening on (magnifying glass)
  - Call screening off (checkmark)
- Enterprise Connection status:
  - Online
  - Offline
  - Connecting
  - Disconnecting

Changing the Main pane setup

To move a pane up on the Main pane list, highlight the pane and select **Menu, Up**.

Navigation

Use the controls on your BlackBerry to navigate through Avaya 3100 MC - Client panes and menus, enter data and select items.

Table 10: BlackBerry trackball controls and functions

Control	Function
Keyboard	Use the QWERTY-style keyboard just like a computer keyboard.
Trackball	Roll to navigate through menus or program instructions. Press (click) to select an item. If you click the trackball when the menu is closed, the default menu action occurs. The default menu action is the item that is normally highlighted on the open menu.
ESCAPE	Press to move back a pane, or to close a menu.
Menu	Press to open a menu.
SEND	Press to start a call, accept an incoming call, or to go to the Phone pane.
END	Press to end a call, reject an incoming call, or to go to the Main pane.

Table 11: BlackBerry trackwheel controls and functions

Control	Function
Keyboard	Use the QWERTY-style keyboard just like a computer keyboard.
Trackwheel	Scroll up or down to navigate through icons and menus. Click (press) to select an item.
ESCAPE	Press to move back a pane, or to close a menu. Press and hold to end a call.

Accessing panes

The Main pane contains a number of bars that you use to access other panes. You scroll to the bar to select it.

Access Help

The Avaya 3100 MC - Client for BlackBerry includes embedded, context-sensitive help for the following topics:

- Presence: describes the presence status icons
- Log: describes the log icons
- About: provides the application version number

- Device Configuration: lists critical settings configured when you first log in. For more information, see **"Initial configuration" on page 23**.

To access help, select Menu > Help.

Shortcut Keys

In addition to standard navigational aids, Avaya 3100 MC - Client for BlackBerry provides shortcut keys to speed your workflow. For more information about shortcut keys, see **Table 12 "Shortcut keys" on page 40**.

Table 12: Shortcut keys

Pane	Key	Action
Main	a–z	On the Main pane, press an alphabetic key from a–z to search the Buddy list for a name that starts with that letter.
Any pane	0–9	On any pane, press a numeric key to initiate a call on the Phone pane.

Note: Some devices may not offer the full range of shortcut keys.

Quick and Convenience keys

Two quick-access keys are available:

- The Quick Key is configured on the Avaya 3100 MC - Client for BlackBerry. The key provides one-button access to a number of Avaya 3100 MC - Client for BlackBerry functions. To program the Quick Key, refer to **Table 13 "Quick and Convenience key functions" on page 40**.
- The Convenience key is configured on your BlackBerry. You can access the Avaya 3100 MC - Client for BlackBerry from any screen of the mobile device. To program the Convenience key, refer to your BlackBerry documentation.

  Note: You should configure one key to function as both the Quick key and the Convenience key.

  Note: The functionality of the quick and convenience keys is dependent on the current state of the Avaya 3100 MC - Client for BlackBerry.

Table 13: Quick and Convenience key functions

Avaya 3100 MC - Client state	Function
Out of focus on BlackBerry	Clicking the Convenience key brings the Avaya 3100 MC - Client for BlackBerry to the foreground and shows the last active pane.

Table 13: Quick and Convenience key functions

Avaya 3100 MC - Client state	Function
In focus on BlackBerry	Clicking the Quick key causes the Phone pane to appear or triggers one of the following context-sensitive actions: • **Callable entity selected on History, Buddy List, or Search results pane**: The Phone pane appears with the number predialed. If you are already engaged in a call, that call is placed on hold while you initiate the new call. Nothing happens if you already have a call on hold and you click the quick key. • **Incoming call**: The call is accepted and directed to your BlackBerry. • **Incoming instant message**: The message is displayed. • **Digits entered on the Phone pane**: The call is started. • **Text entered in IM mode**: The message is sent.

SEND and END buttons

If your BlackBerry includes SEND and END buttons, you can use the buttons to access features. For more information, see **Table 14 "Button functionality" on page 41**.

Table 14: Button functionality

Button	Avaya 3100 MC - Client in focus	BlackBerry home screen in focus
SEND (Green)	• Start a call from the Phone pane if a number is in the Dial field. • Accept an incoming call. • Change focus to the Phone panel from any other Avaya 3100 MC - Client screen.	• Start a call from the native dialer. • Accept an incoming call. • Change focus to the native dialer from any other BlackBerry screen.

Table 14: Button functionality

Button	Avaya 3100 MC - Client in focus	BlackBerry home screen in focus
END (Red)	• Terminate a call that is in progress. • Reject an incoming call. • Change focus to the Main pane.	• Terminate a call that is in progress. • Reject an incoming call. • Change focus to the Home pane from any other BlackBerry pane (provided that a call is not in progress).

Native Dialpad

You can choose to use the Native dialpad rather than the Avaya 3100 MC - Client for BlackBerry to place your calls. For example, if you need to place an emergency or personal call, use the Native dialpad.

To use the Native dialpad, do one of the following actions.

- Press Talk (green) on your BlackBerry while the BlackBerry home pane is active. The Native dialpad appears.

  Note: When you place a cellular call or execute a telephony feature with the Avaya 3100 MC - Client for BlackBerry, the native dialpad appears briefly, then the Phone pane appears.

- Dial an emergency number on the Avaya 3100 MC - Client for BlackBerry dialpad and select Call.

  Note: Assuming that the Avaya 3100 Mobile Communicator Gateway is configured for emergency numbers, the system automatically switches to the native dialer and places the call over the cellular network. If the Avaya 3100 Mobile Communicator Gateway does not recognize the number, you must manually select the native dialer to place the call.

Advanced functions

This section contains the following topics:

- **“Placing and receiving calls” on page 43**
- **“Call screening and voice mail” on page 49**
- **“Using the Mid Call features” on page 50**
- **“Working with Buddies” on page 51**
- **“Setting your presence status” on page 58**
- **“Searching for people” on page 59**
- **“Working with Groups” on page 61**
- **“Managing Instant Messages” on page 67**
- **“IM Sessions pan” on page 70**
- **“Managing voice mail” on page 73**

Placing and receiving calls

Your enterprise telephone system manages all calls that you place on the Avaya 3100 MC - Client for BlackBerry. You can call your coworkers either by selecting them from a buddy list or by dialing their extension number.

One number is associated with all of your outbound calls, regardless of your location. At any time, you can use the Avaya 3100 MC - Client for BlackBerry to initiate calls from your desktop telephone, mobile telephone, or home telephone; the people you call always see the same number.

Important Notice:

Users are advised to select and use headsets which are designed to reduce excessive sound pressure levels or acoustic shocks, and check that their headsets meet their respective National or International Acoustic and Safety requirements.

Call modes

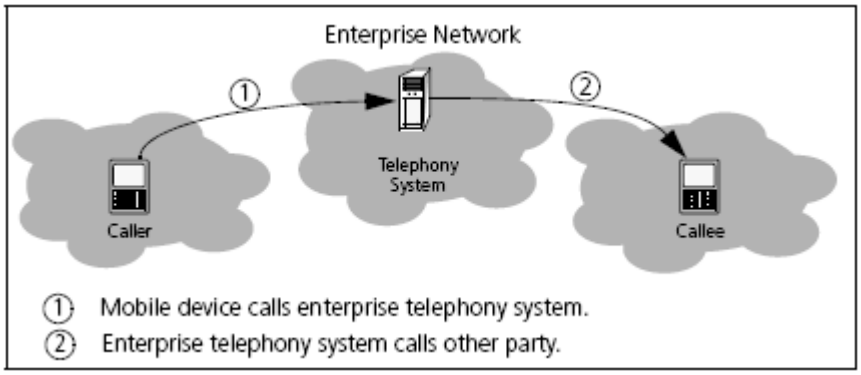
Two call modes are available:

- Direct Outbound
- Call-me-First

Direct Outbound mode

In Direct Outbound mode, you can initiate calls directly from your BlackBerry to other parties through the enterprise telephony system. For more information, see **Figure 6 "Direct outbound mode." on page 44**.

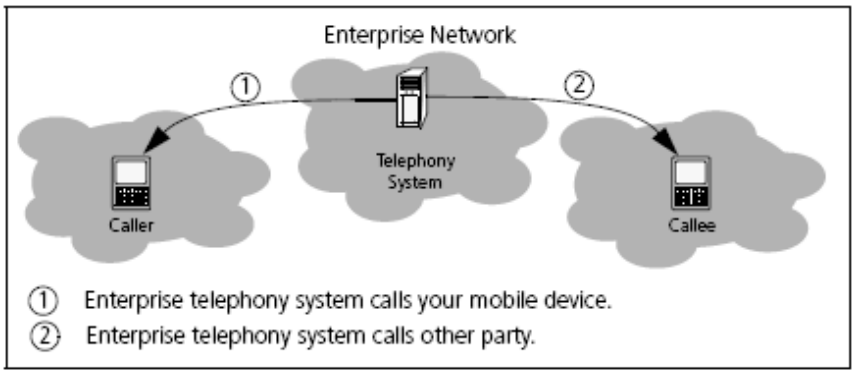
Figure 6: Direct outbound mode.



Call-me-First mode

In Call-me-First mode, your calls are completed in two steps. First the enterprise telephony system calls you. After you answer, the system calls the other party. For more information, see **Figure 7 "Call-me-First mode" on page 44**.

Figure 7: Call-me-First mode



To use both call modes, you must configure an Outgoing Call Service DN in your Avaya 3100 MC - Client system settings. For more information, see **“Advanced Configuration settings” on page 25**.

> ***Note:*** To place an emergency call, press the green Talk button on your BlackBerry. The Native dialpad is activated, so you can dial the emergency number (for example, 911).

Call Intercept

The Avaya 3100 Mobile Communicator can intercept calls made from the native BlackBerry dialer, so that calls can go through the Avaya 3100 Mobile Communicator Gateway. Use the IM/Call Settings pane to control use of the native BlackBerry dialer. The pane displays the status of the feature. Select the Call Intercept entry to toggle the feature.

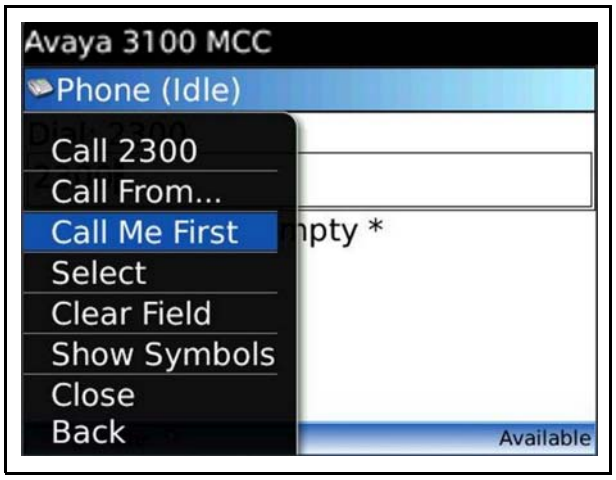
- When **Call Intercept on** displays, the Avaya 3100 Mobile Communicator Gateway intercepts calls made from the native BlackBerry dialer.
- When **Call Intercept off** displays, calls route from the native BlackBerry dialer without Avaya 3100 Mobile Communicator Gateway interaction.

Dialing a number

1. Navigate to the **Phone** pane.
2. Dial the extension or Public Switched Telephone Network (PSTN) number of the contact.
3. To place a Call-me-First call, select **Menu, Call Me First**.
4. To place a Direct Outbound mode call, press the green call button or select **Menu, Call < number>**.
5. To call from an alternate number,
   a. Select **Menu, Call From**.
   b. Select a number from the list or enter a new number.
   c. Press the green call button or select **Menu, Call**.

The system places the call.

Figure 8: Dialing a number in Call-me-First modeCalling a number on the Quick Dial list



The Phone pane provides an abbreviated history of your recent call activity, known as the Quick Dial list.

For example, if you call a contact seven times during the week, you can find a record of your last call on the Quick Dial list.

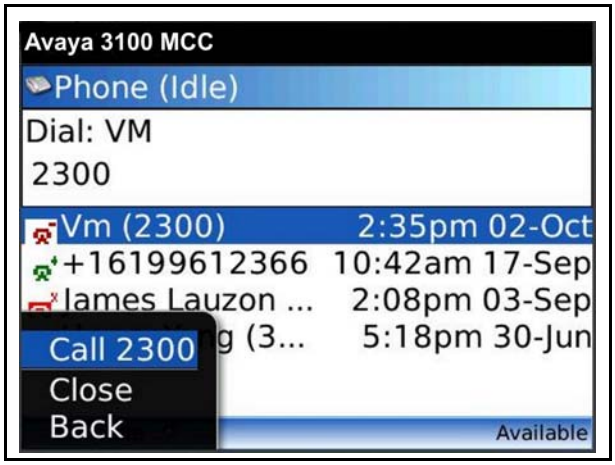
Calling a number on the Quick Dial list

1. Navigate to the **Phone** pane.
2. Scroll through the Quick Dial list and highlight a record.
3. To place a Call-me-First call, select **Menu, Call Me First**.
4. To place a Direct Outbound mode call, press the green call button or select **Menu, Call < number>**.

5. To call from an alternate number,
   a. Select **Menu, Call From**.
   b. Select a number from the list or enter a new number.
   c. Press the green call button or select **Menu, Call**.

The system places the call.

Figure 9: Dialing a number from the quick dial list



Calling an emergency number

When you dial an emergency number (such as 911 or 112), the Avaya 3100 MC - Client for BlackBerry switches to the native device phone and places the call over the cellular network.

The Avaya 3100 MC - Client obtains a list of valid emergency numbers from the Avaya 3100 Mobile Communicator Gateway. Your system administrator configures the numbers on the Avaya 3100 Mobile Communicator Gateway.

Calling an emergency number

1. Ensure that the cellular network connection is active.
2. Go to the Phone pane.
3. Dial the emergency number (for example, 911).
4. Press the green call button or select **Menu**, **Call <number>**.

   The native phone appears and the system attempts to place the call on the cellular network.

CAUTION
If the native phone does not appear, hide or close the Avaya 3100 MC - Client, press the green Call button on your device, and redial the emergency number in the native phone.

Calling from the Buddy list

When you place a call from the Buddy list, you can select a name and use any of its programmed telephone numbers.

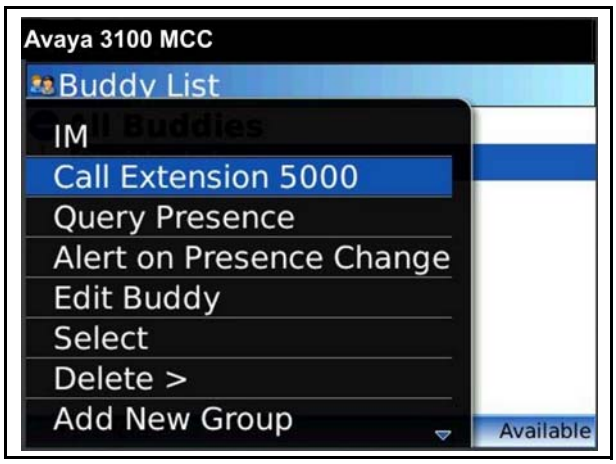
Calling a buddy

1. Navigate to the **Buddy** list.
2. Scroll to the name of the contact that you want to call.
3. Select **Menu, Call <number>**.
4. Enter a prefix before the number if one is required.
5. Do one of the following:

- To call from your BlackBerry number in Direct Outbound mode, press the green call button or select **Menu, Call**.
- To call from your BlackBerry number in Call-me First mode, select **Menu, Call Me First**.
- To call from another number:
  - Select **Menu, Call From**.
  - Select a number from the list or enter a new number.
  - Press the green call button or select **Menu, Call**.

The system places the call.

Figure 10: Calling a buddy from the buddy lis



Calling from the History pane

1. Navigate to the **History** pane.
2. Scroll through the list and highlight a record.
3. Select **Menu, Call <number>**.
4. Enter a prefix before the number if one is required.
5. Do one of the following:

- To call from your BlackBerry number in Direct Outbound mode, press the green call button or select **Menu, Call**.
- To call from your BlackBerry number in Call-me First mode, select **Menu, Call Me First**.
- To call from another number:
  - Select **Menu, Call From**.
  - Select a number from the list or enter a new number.
  - Press the green call button or select **Menu, Call**.

The system places the call.

Calling from the Search pane

1. Navigate to the **Search** pane.
2. Perform a search (for more information, see **"Searching for people" on page 59**)
3. Scroll through the list and highlight a record.
4. Select **Menu, Call <number>**.
5. Enter a prefix before the number if one is required.
6. Do one of the following:

- To call from your BlackBerry number in direct outbound mode, press the green call button or select **Menu, Call**.
- To call from your BlackBerry number in Call-me First mode, select **Menu, Call Me First**.
- To call from another number:
  - Select **Menu, Call From**.
  - Select a number from the list or enter a new number.
  - Press the green call button or select **Menu, Call**.

The system places the call.

Calling from the native address book or native call logs

1. Navigate to the native **Contact** or **Call logs** application.
2. Perform a search or scroll through the list and highlight a record.
3. Select **Menu**, **Call Using Avaya 3100 MC - Client**.
4. Select the number from the contact to call.

   The Avaya 3100 MC - Client phone screen appears.
5. Enter a prefix before the number if one is required.
6. Do one of the following:

- To call from your BlackBerry number in Direct Outbound mode, press the green call button or select **Menu**, **Call**.
- To call from your BlackBerry number in Call-me-First mode, select **Menu**, **Call Me First**.
- To call from another number:
  - Select **Menu**, **Call From**.
  - Select a number from the list or enter a new number.
  - Press the green call button or select **Menu**, **Call**.

The system sets up the call.

Receiving calls

After you log on, you can receive voice calls from any Avaya 3100 MC - Client for BlackBerry pane.

How incoming calls are received depends on the settings configured in the IM/Call Settings pane.

- Call Screening Enabled: You receive a popup alert that there is an incoming call for you. You must accept or decline the call.

  - If you choose accept, then your phone will ring and you can answer the call.
  - if you choose accept, but do not answer the call, the call goes to your cellular voice mail.
  - if you refuse the call, the call goes to your Enterprise voice mail.
- Call Screening Disabled: Handling of incoming calls depends on the system Cellular Voicemail Avoidance configuration.
  - If Cellular Voicemail Avoidance is on, after you answer the call, a prompt asks you to press pound (#) to accept the call. If you press #, the call is established. If you do not press #, or if you ignore the call, the call goes for your Enterprise voice mail.
  - If Cellular Voicemail Avoidance is off, the incoming call rings in the normal manner. If you do not answer the call, it may go to your Enterprise voice mail or to your cellular voice mail. Remember to check both voice mail systems.

For more information on call screening, see **"IM/Call settings" on page 28**. Cellular Voicemail Avoidance is controlled by your system administrator.

Note 1: To ensure that your BlackBerry rings or vibrates when you receive an incoming call with the Avaya 3100 MC - Client, you must update the notification profile. For more information see **"Configuring your BlackBerry Notification Profile" on page 31**.

Note 2: After you answer a call on your desk phone, you may hear additional ringing on your Avaya 3100 MC - Client for BlackBerry. Your device rings the number of times configured in your notification profile. For more information see **"Configuring your BlackBerry Notification Profile" on page 31**.

Call screening and voice mail

Missed or ignored calls go to voice mail, either your cellular voice mail or enterprise voice mail, depending on the screening mode.

Table 15: Call screening modes

Call Screening mode	Operation
Call Screening on	If you accept the call (at the alert) but then do not answer the call when it starts to ring, the call goes to cellular voice mail. If you reject the call at the alert, the call goes to the enterprise voice mail.
Call Screening Off	Incoming calls are forwarded to your mobile phone. A voice prompt asks you to press # to accept the call. • If you press #, then the call is established. • If you do not press # (you ignore the call), then the call goes to enterprise voice mail.

Using the Mid Call features

While you are in a voice call, you can use the following voice call telephony features:

- Call hold and retrieve: Place the current call on hold, then resume it.
- Call transfer: Transfer the call to another party: either blind or supervised.
- Device handoff: Move the call from your desktop phone to the Avaya 3100 MC - Client and vice versa.
- Call swap: Switch between two parties while you are in an established call.
- Three-party conference call: Hold an impromptu three-party conference.

Call hold and retrieve

Placing a call on hold

1. While in a call, select **Menu, Hold**.

   Held appears on the dialpad display. Music plays to the party on hold, if available on your system.

Retrieving a held call

- Select **Menu, Unhold**.

Call transfer

The two options available for transferring a call are:

- Blind: Transfers the call without talking to the called party.
- Supervised: Talk to the called party before transferring the call.

Transferring a call

1. While in a call, select **Menu, Mid-Call Feature**.
2. Dial the number of the second party.
3. Select **Menu, Hold & Call.**

   The call is placed on hold. The first party hears music, if available on your system.
4. Perform one of the following actions:

- To complete a blind transfer, select **Menu, Transfer Call** while the call is still ringing.
- To complete a supervised transfer, wait for an answer, consult, then select **Menu, Transfer Call**.

Call swap

Switch between two different parties while you are in an established call.

Swapping a call between two parties

1. While in a call, select **Menu, Mid-Call Feature**.
2. Dial the number of the second party.
3. Select **Menu, Hold & Call**. The first party is placed on hold and hears music, if available on your system.
4. After the second party answers the call, press **Swap** to alternate between the two parties.

Three-party conference call

Hold three-party conference calls using the Avaya 3100 MC - Client.

Holding a three-party conference call

1. While in a call, select **Menu, Mid-Call Feature**.
2. Dial the number of the second party.
3. Select **Menu, Hold & Call**.

   The call is placed on hold.
4. After the other party answers, request permission to initiate the conference, and then select **Menu, 3-way Conference Call**.

   Note: You can use dialpad controls (for example, *5) while you are in a three-party conference. However, if any of the participants are in a second conference, the dialpad controls are no longer available.

Device handoff

Device handoff requires a Handoff key on your desktop telephone. If you do not have this key configured, contact your system administrator.

Moving a call from the desktop telephone to the Avaya 3100 MC - Client

You can move a call from your desktop telephone to the Avaya 3100 MC - Client.

1. While a call is connected on the desktop telephone, press the **Handoff** key.
2. Answer the call on the Avaya 3100 MC - Client.
3. Hang up your desktop telephone.

Moving a call from the Avaya 3100 MC - Client to the desktop telephone

You can move a call from your Avaya 3100 MC - Client to your desktop telephone.

1. While a call is connected on the Avaya 3100 MC - Client, press the **Handoff** key on your desktop telephone.
2. If you have Station Control Password (SCPW) privacy protection configured, enter the SCPW on your desktop telephone.
3. Disconnect from the call on your Avaya 3100 MC - Client.

Working with Buddies

Buddies are people that you call frequently.

You can:

- add a buddy directly to the Avaya 3100 MC - Client for BlackBerry
- import a buddy from your call log (History), search results, native address book or native call logs
- call them
- view their contact details
- delete a buddy
- edit the details for a buddy

For other mobility-enabled users, you can also:

- track their status
- send instant messages

Each buddy must have a name and at least one contact number, an office number. Other contact numbers (for example, home or cell) are optional.

You can add buddies directly to the Avaya 3100 MC - Client for BlackBerry, or you can import them from your call log (History), Search results, or native address book. Assign a buddy to one or more groups to easily manage your buddies and enable instant conferencing.

Adding a Buddy

You can create a buddy using the Avaya 3100 MC - Client for BlackBerry. The new buddy is added to your Avaya 3100 MC - Client for BlackBerry Local Address Book.

Adding a Buddy

1. Navigate to the **Buddy** list.
2. Select **Menu, Add Buddy**.
3. Complete the fields using the information in the following table as a guide.

Table 16: Adding a buddy

Field	Settings
First name	Enter the first name for your buddy.
Last name	Enter the last name for your buddy.
Note: Use the following fields to enter phone numbers for your buddy. As a minimum, enter the Work Number. It is used by default when you place a regular call to your buddy.	
Extension Number	Enter your buddy's extension number. This number enables you to track the status and send instant messages, if your buddy is mobility-enabled.
Home Number	Enter your buddy's home phone number. You can select it when you call the buddy.
Work Number	Enter the office number of your buddy. The default contact number for your buddy is a required field.
Mobile Number	Enter the mobile phone number for your buddy. You can select it when you call your buddy.
Other1	Enter an additional phone number such as a second work number. You can select it when you call your buddy.
Other2	Enter an additional phone number such as a second home number. You can select it when you call your buddy.
Part of Groups	Select the associated check boxes to add your buddy to one or more groups.

4. Select **Menu, Done**.

Your buddy is added to the local address book.

Figure 11: Adding a buddy

Importing a buddy

You can import a buddy to the Avaya 3100 MC - Client for BlackBerry local address book from these sources:

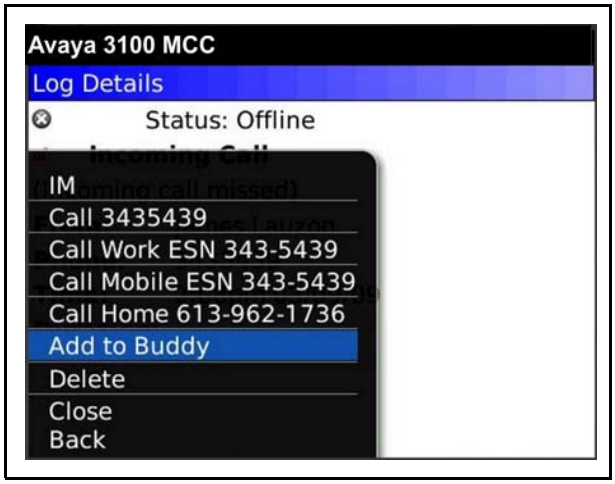
- History pane
- Search Results pane
- Native address book

This saves you from manually adding the contact information of your buddy.

Adding a buddy from the History pane

1. Navigate to the **History** pane.
2. Scroll to and highlight the name of the person that you want to add.
3. Select **Log Details**.
4. Select **Menu, Add to Buddies**.

Figure 12: Log Details - Add to Buddy



Your buddy is added to the local address book. If your buddy is mobility-enabled, you can now send IMs and track the status of your buddy.

> ***Note:*** After importing a buddy, ensure that the contact information is complete. You might need to add a tag or special character that was not in the original record.

Adding a buddy from the Search pane

You can search for names in your address book, and in the corporate directory maintained by your organization. After completing a search, you can select a name and add it to the Avaya 3100 MC - Client for BlackBerry as a buddy.

1. Navigate to the **Search** pane.
2. Search for a name. For more information, see **"Searching for people" on page 59**.
3. Select the entry of the person you want to add.
4. Select **View Details**.
5. Select **Menu, Add to Buddies**.

Your new buddy is added to the local address book. If the buddy is another mobility-enabled user, you can send them instant messages and track their status.

Note: After importing a buddy, ensure that the contact information is complete. You might need to add a tag or special character that was not in the original record.

Adding a buddy from the native address book

You can add entries directly from the native address book. Using the native contact search, you can select an entry and add it to the Avaya 3100 MC - Client for BlackBerry as a buddy.

1. Navigate to the **Contacts** application.
2. Search or scroll to the entry of the person to add.
3. Select **Menu**, **Add to Buddy - Avaya 3100 MC - Client**.

   Note: After importing a buddy, ensure that the contact information is complete. You might need to add a tag or special character that was not in the original record.

Viewing the status of buddies

You can track the presence of another mobility-enabled user.

The following view options are available for Avaya 3100 MC - Client for BlackBerry buddies.

- Check the status of a buddy
- Check the status of all buddies
- Request notification when the status of a buddy changes

You can program the Avaya 3100 MC - Client for BlackBerry to receive automatic status updates, which enables you to stay up-to-date with the latest status information for all Avaya 3100 MC - Client for BlackBerry buddies.

To switch from manual mode (default) to automatic mode, select your buddy, then select **Enable Auto Presence**. For more information, see **“Reviewing and configuring your Buddy settings” on page 30**.

Note: Enable Auto Presence uses extra airtime and reduces battery life because the Avaya 3100 MC - Client for BlackBerry connects to the network for every status update.

Viewing the status of a buddy

1. Navigate to the **Buddy** list.
2. Scroll to a name and do one of the following:

- Choose **Menu, Query Presence** to check the status of a buddy.
- Choose **Menu, Alert on Presence Change** to be alerted when the status of your buddy changes. Only the immediate change is tracked.

Viewing the status of a group of buddies

1. Navigate to the **Buddy** list.
2. Scroll to and highlight a group.
3. Select **Menu, Query Presence**.

   The Buddy list updates with the current status of your buddies.

Presence status indicators

Presence can have the following states:

- Available (Default)
- Away
- Extended Away
- Busy
- Do Not Disturb
- On The Phone
- Offline

Your off-hook status is also available with an icon.

Figure 13: Viewing the presence status of a buddyEditing Buddy details

Editing information for a buddy

1. Navigate to the **Buddy** list.
2. Scroll to and highlight the name you want to examine.
3. Select **Menu, Edit Buddy**.

   You can review the following information in the Buddy Detail pane:

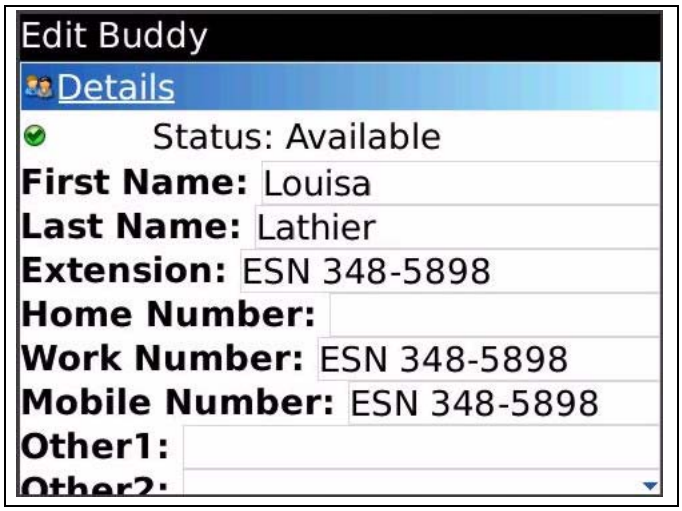
- Full name and status (if available)
- Extension number
- Home number
- Work number
- Mobile Number
- Other1 number
- Other2 number
- Groups

4. Optionally, you can begin a communication session by selecting **Menu, Call <number>** to place a call or **Menu, IM** to send an instant message.

5. Edit the contact information as required.
6. Select **Menu, Save**.

   The updated contact information is added to the local address book.

Figure 14: Editing buddy details



Adding a Buddy to a group

You can add all of your buddies to the groups you created on the Avaya 3100 MC - Client for BlackBerry. This facilitates user management and enables you to place Instant Conferences. For more information about creating and using groups, see **"Working with Groups" on page 61**.

You can add a buddy to one group or to multiple groups.

Adding a buddy to one or more groups

1. Navigate to the **Buddy** list.
2. Scroll to and highlight the name you want to add.
3. Select **Menu, Edit Buddy**.
4. Select the check boxes to associate your buddy with one or more group.
5. Select **Menu, Save**.

   The buddy is added to the groups that you chose.

Deleting a Buddy

You can delete a Buddy from the Avaya 3100 MC - Client local address book or your BlackBerry address book.

Deleting a buddy from the local address book using Avaya 3100 MC - Client

1. Navigate to the **Buddy** list.
2. Scroll to and highlight the name that you want to delete.
3. Do one of the following:

   Choose **Menu, Delete, Delete from Group**.

   OR

Choose **Menu, Delete, Delete from All**.

4. At the confirmation prompt, click **Yes**.

   The buddy is deleted from the local address book.

Deleting a buddy from your BlackBerry address book

1. Select the **Address Book** on your BlackBerry.
2. Scroll to and highlight the name that you want to delete.
3. Select **Menu, Delete** from the menu.
4. Click **Delete** to confirm the deletion.

   The buddy is deleted from your BlackBerry address book.

Setting your presence status

Inform your buddies of your presence status on the network and see when your buddies are online and available.

Your status automatically updates when you connect or disconnect from the network. You can manually configure your status by selecting an entry from a list. For example, if you are busy and want to inform your buddies that you are not going to be taking calls, you can change your status to Unavailable.

Many difference statuses are available. For more information, see **Table 17 "Status and availability indicators" on page 58**. Each status includes a colored indicator informing your buddies of your availability:

- Green: You are available and can respond.
- Yellow: You are available but may not be able to respond.
- Red: You are not available and cannot respond.

Table 17: Status and availability indicators

Status description	Availability indicator
Available (Default)	Green
Away	Yellow
Extended Away	Yellow
Busy	Yellow
Do Not Disturb	Red
Appear Offline	Red

The Do Not Disturb status is a special status, because it also specifies a call handling state. This call handling state ignores all incoming call requests to the mobile device, but will ring on other devices or clients logged in using the user's credentials. If the call is not answered, the call will route to voice mail.

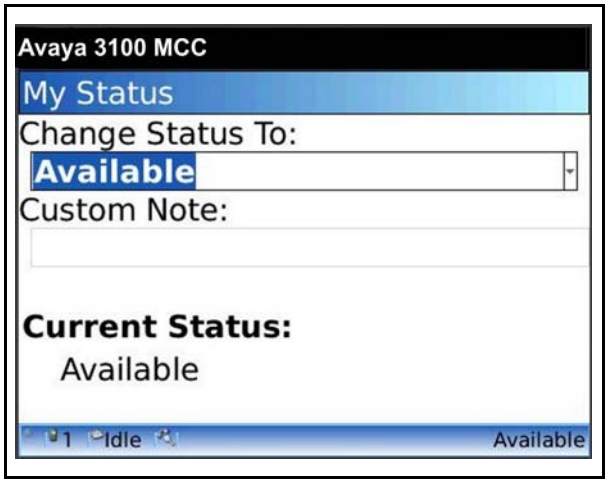
Changing your status

1. Navigate to the **My Status** pane.
2. Select **Menu, Change Option**.

3. Select a status from the list.
4. Select **Menu, Set Status**.

   Your status indication is updated on the system. Buddies that are online can immediately see your new status. If you are currently on a call, your current status changes to indicate that you are on a call.

Figure 15: My Status paneCustom messages



You can configure a customer message for any status.

Configuring a custom message

1. Navigate to the **My Status** pane.
2. Select **Menu, Change Option**.
3. Enter a value in the **Custom Note** field.
4. Select **Menu, Set Status**.

The custom message appends to your configured status.

Canceling a custom status

1. Navigate to the **My Status** pane.
2. Select **Menu, Change Option**.
3. Clear the **Custom Note** field.
4. Select **Menu, Set Status**.

Searching for people

You can search for people in the following locations:

- locally, in your BlackBerry address book and the Avaya 3100 MC - Client
- remotely, in the corporate directory maintained by your organization

After completing a search, you can select an entry and view the contact details, initiate a call or IM, or add contact details to the Avaya 3100 MC - Client local address book.

For each search you perform, a maximum of 20 entries return.

You can search by both first name and last name.

Performing a local search

You can do a local search to find contacts that you added to your BlackBerry address book and buddies that you downloaded to the Avaya 3100 MC - Client for BlackBerry.

Searching the local directories

1. Navigate to the **Search** pane.
2. Enter as much of the contact's name as you know. You can enter one name (first or last) or both names (with a space between the names).

   For example,

   — Enter *mar* to search for Mary Smith or Jim Martins.

   — Enter *jo sa* to search for John Sanders or Sam Johnson.

   Search results display as you type. As you continue typing, the list is updated with entries from the local directory.

Searching the corporate directory

You can find contacts by searching the corporate and local directories.

Searching the corporate and local directories

1. Navigate to the **Search** pane.
2. Enter as much of the contact's name as you know. You can enter one name (first or last) or both names (with a space between the names).

   For example,

   — Enter *mar* to search for Mary Smith or Jim Martins.

   — Enter *jo sa* to search for John Sanders or Sam Johnson.

   Search results display as you type. As you continue typing, the list is updated with entries from the local directory.
3. Select **Menu, Search Corporate**.

   Search results displays results from the corporate directory.
4. To resume a local search, select **Menu, New Search**.

   The search results list is cleared. The next search you initiate is local.

   Note: You can start a call or IM by selecting an entry, and then selecting either Menu, Call <number> or Menu, IM.

Viewing search details

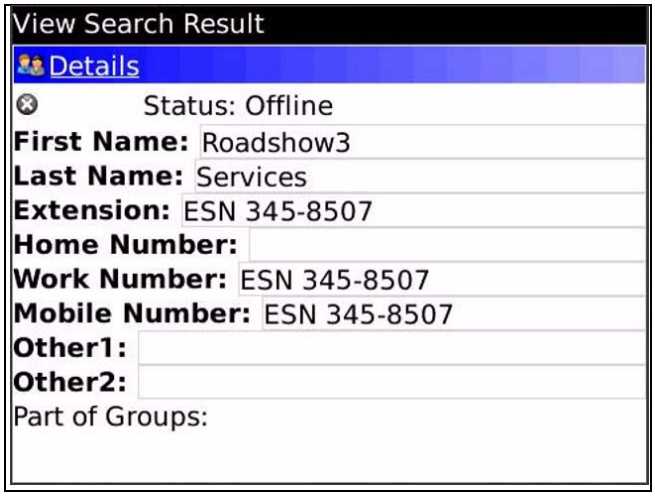
Viewing detailed information for a contact on the search results list

1. Navigate to the **Search** pane.
2. Perform a search.
3. Scroll to and highlight the entry you want to view.
4. Select **Menu, Show Details**.

5. On the Search Detail pane, you can review the following information

- Full name and status (if available)
- Extension number
- Home number
- Work number
- Mobile number
- Other1 number
- Other2 number
- Groups

Figure 16: Search details pane



Working with Groups

You can create a group and add similar buddies to the group. For example, you can create a group for the Sales department, a group for Finance, and a group for personal friends.

When you need to locate someone, you can look in the appropriate group folder. After you locate the contact, you can place a direct call. Alternatively, you can call the entire group.

Before you begin using the Avaya 3100 MC - Client, create your personalized groups and add buddies. You can add a buddy to more than one group.

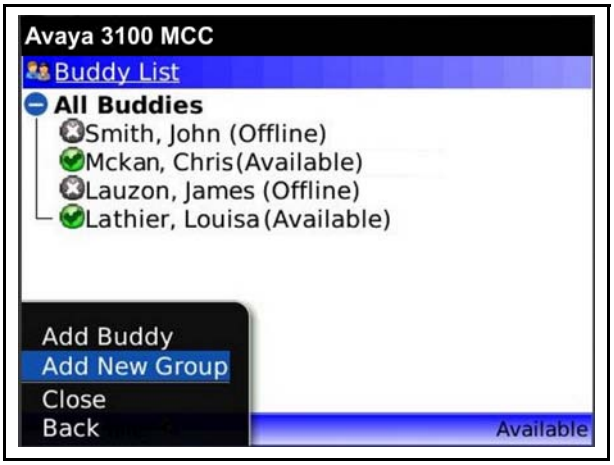
Adding a new group

Adding a new group

1. Navigate to the Buddy list.
2. Select **Menu, Add New Group**.
3. Enter the name of the new group.
4. Select **Menu, Save New Group**.

   Your group is added to the local address book. It does not have any buddy entries.

Figure 17: Adding a new group to the local address bookChanging a group name



Changing the name of a group

1. Navigate to the **Buddy** list.
2. Scroll and highlight the name of the group you want to change.
3. Select **Menu, Edit Group Properties**.
4. Change the group name.
5. Select **Menu, Save Change**.

   The group name is updated in the local address book.

Deleting a group

Deleting a group

1. Navigate to the **Buddy** list.
2. Scroll and highlight the name of the group you want to delete.
3. Select **Menu, Delete, Delete Group**.

   The group is deleted from the address book. Buddies in the group are reassigned to the All group.

Instant Conferences

Instant Conferences are calls between multiple people. One person initiates the Instant Conference and instructs the Avaya 3100 Mobile Communicator Gateway to call the people selected for the conference.

Placing an instant conferencing call

When you place an instant conferencing call, the system first calls you at your contact number (for example, BlackBerry or home) and prompts you to record a greeting message. The system calls the friends in the group and provides them with the option to join the call, decline the call, or join the call later.

Before you initiate a regular Instant Conference, configure Work Numbers for all friends in the group (including yourself). To configure the Work Numbers of friends, see **"Working with Buddies" on page 51**.

Placing an Instant Conference call

1. Navigate to the **Buddy** list.
2. Scroll and highlight the group you want to call.
3. Select **Menu, Expand**.
4. Select **Menu, Query Presence** to determine the status of the group members.
5. To select the buddies that you want on the call, highlight group members and select **Menu, Select**.
6. Highlight the group folder and select **Menu, Instant Conferencing**.
7. In the Make Instant Conference From list, select a number or enter a new number.
8. Select **Menu, Call From <number>**.

   The system places the call.
9. Accept the incoming call and follow the prompts. As the Instant Conference initiator, you must:

   a. Record the conference greeting; then press pound (#) on your telephone dialpad.

   b. Press 1 to review the greeting, press 2 to rerecord the greeting, or press any other key to accept the greeting and start the conference.

   The system calls the buddies you selected at their default contact locations. On a regular telephone, users can accept the Instant Conference by pressing the # key or reject it by hanging up. On the Avaya 3100 MC - Client for BlackBerry, users can select one of the following menu options:

   — **Join now** to join the Instant Conference immediately.

   — **Accept <number>** to join the Instant Conference immediately on another device.

   — **Join Later** to be prompted to join the Instant Conference at a later time. To set your reminder notification interval, see **"IM/Call settings" on page 28**.

   — **Decline** to reject the Instant Conference.

   A tone indicates that someone has joined the Instant Conference.

Figure 18: Initiating an Instant Conference from the buddy list

Managing Instant Conferences

Use the following procedures to manage ongoing Instant Conferences.

Joining an Instant Conference that is in progress

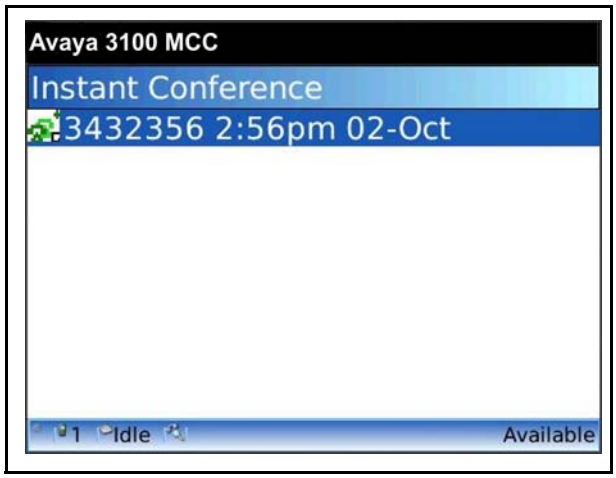
If you select Join Later when the Instant Conference starts, you can join the Instant Conference without waiting for the reminder message.

If you are the Instant Conference initiator, you cannot join an Instant Conference that is already in progress.

1. Navigate to the Instant Conferencing pane.
2. Scroll to the entry for the Instant Conference that you want to join.
3. Select **Menu, Join Now**.
4. Press # when you are prompted.

   If the Instant Conference is in progress, you join it. If the Instant Conference has ended, you receive an error message.

Figure 19: Instant conferencing paneRespond to an Instant Conference reminder



If you select Join Later when the Instant Conference starts, you receive periodic reminders to participate in the call. You can select Yes to join the Instant Conference or No to be reminded again at a later time. To configure the reminder notification interval, see **“IM/Call settings” on page 28**.

Manage an Instant Conference with the Dialpad

The Instant Conference initiator can use the dialpad to access Instant Conference features. A limited set of these features is available to the Instant Conference participants. See **“Instant Conference dialpad controls” on page 65**.

Note: Mid-call features such as Call Hold, Call Transfer and Call Swap are not available during Instant Conferences. Conference participants can use the Call Handoff feature during Instant Conferences, but the conference originator cannot use Call Handoff.

Table 18: Instant Conference dialpad controls

Dialpad control	Function	Comments
**	Starts the help system.	The help system plays a recorded list of command descriptions, for example “Press 6 to mute or unmute yourself.” The functions you can perform depend on your status as an Instant Conference initiator or participant.
*1	Terminates an Instant Conference.	The Instant Conference initiator can terminate the call by pressing *1 and then confirming the selection by pressing 1 again.
*3	Enables user numbers to be dialed mid-call.	The Instant Conference initiator can add another person to an ongoing call by performing the following steps: • Press *3 • Dial the extension, PSTN, or mobile number of the party you wish to call • Press #. The system calls the party. • The party is prompted to press # to join the conversation.
*5	Lecture Mode mutes and unmutes the voices of all participants except the Instant Conference initiator.	The Instant Conference initiator can mute the voices of all participants.
*6	Mutes and unmutes your own voice.	All Instant Conference participants can use this feature to mute and unmute their own voices.

Table 18: Instant Conference dialpad controls

Dialpad control	Function	Comments
*7	Locks and unlocks a conference.	The Instant Conference initiator can choose to lock access to the call. After an Instant Conference is locked, no additional participants can join. Active participants can leave at any time.
*8	An announcement plays a list of all of the participants in the Instant Conference.	All Instant Conference participants can use this feature to find out who is on the call. When a roll call is in progress, you cannot hear other participants talking.
*9	Stop the help system.	The help system stops playing the recorded list of command descriptions.

Managing the Instant Conference history

The Avaya 3100 MC - Client for BlackBerry retains a record of your recent Instant Conferences. From the Instant Conference pane, you can:

- **“Viewing Instant Conference details (to view detailed log information)” on page 66**
- **“Resuming an Instant Conference” on page 66**
- **“Deleting an Instant Conference record” on page 67**

Viewing Instant Conference details (to view detailed log information)

View detailed information for each entry on the History pane.

1. Navigate to the **Instant Conference** pane.
2. Scroll through the list and highlight a record.
3. Click **Menu, Log Details**.
4. On the Instant Conferencing Detail pane, you can review the following information:
   - — Log record type and success/failure indicator
   - — Time and date of the call
   - — Participant list (name and number)

Resuming an Instant Conference

Resume an Instant Conference that has been terminated.

1. Navigate to the **Instant Conference** pane.
2. Scroll through the list and highlight a record.

3. Select **Menu, Instant Conference**.

   The system places the call in Call-me-First mode.

4. Accept the incoming call and then follow the prompts.
5. At the tone, record the conference greeting, and then press # on your telephone dialpad.
6. Press **1** to review the greeting, press **2** to rerecord the greeting, or press # to accept the greeting and start the conference.

   The system next calls the members of the group you have selected at their default contact numbers.

   Users on regular phones can accept or reject the call. Avaya 3100 MC - Client users can choose one of the following menu options:

   — **Accept here** to join the Instant Conference immediately on the BlackBerry.

   — **Accept <number>** to join in the Instant Conference immediately on another device.

   — **Join Later** to be prompted to join the Instant Conference at a later time. To configure the reminder notification interval, see **"IM/Call settings" on page 28**.

   — **Decline** to reject the Instant Conference.

   A tone indicates that someone has joined the Instant Conference.

Deleting an Instant Conference record

1. Navigate to the **Instant Conference** pane.
2. Scroll through the list and highlight a record.
3. Select **Menu, Delete**.
4. Select **Yes** or **Cancel** in response to the prompt.

Managing Instant Messages

Using instant messages, you can:

- send messages to your buddies and others with valid SIP addresses
- receive instant messages
- track instant message sessions

Sending a message

The Avaya 3100 MC - Client for BlackBerry supports sending instant messages to mobility-enabled buddies. The buddies must be online and available in order for them to receive the messages that you send.

Sending a message to a buddy

1. Navigate to **IM Session**, **Buddy List**, **History,** or **Search** pane.
2. Highlight a buddy or log entry.
3. Select **Menu, IM**.

   Note: This menu item is not available if your buddy does not have an internet address or does not want to receive instant messages at the present time.

   The IM Sessions pane appears and presence information appears if it is available.

4. On the IM Sessions pane, do one of the following:

— Type your message in the **Message** field. Limit the message to a maximum of 160 characters.

Note: Some networks may require shorter messages.

— Select **Menu, Canned Messages, <custom message>**

5. Select **Menu, Send**.

   A copy of the messages is stored on the IM Sessions pane.

Sending a message to a SIP address

You can start an instant messaging session with another mobility-enabled user, provided that you know the SIP address of the user.

1. Navigate to the **IM Session** pane.
2. Select **Menu, New IM session**.
3. Enter a valid SIP address in the **To** field. If necessary, delete the address that currently appears. Use the format <username>@<domain>.
4. Do one of the following:

   — Type your message in the **Message** field. Limit the message to a maximum of 160 characters.

   Note: Some networks may require messages shorter than 160 characters.

   — Select **Menu, Canned Messages, <custom message>**.
5. Select **Menu, Send**.

   A copy of the message is stored on the IM Sessions pane.

Receiving a message

When you log on, you can receive instant messages regardless of what you are currently doing on your BlackBerry. An audible tone and visual alert indicate that you have received an instant message.

- Your BlackBerry controls the audible tone. To select a new tone, disable the tone or use the vibrate mode instead of the tone. For more information, see **“Configuring your BlackBerry Notification Profile” on page 31**.
- The Avaya 3100 MC - Client for BlackBerry IM Alert parameter controls the visual alert. To enable or disable this parameter, see **“IM/Call settings” on page 28**.

The following table illustrates the type of alert you receive, depending on the current state of the Avaya 3100 MC - Client.

Table 19: Instant message alerts

MA configuration	Current pane	Audible tone	Visual alert
New IM Alert disabled	IM Sessions	Yes, if tone notification is enabled in the device settings.	If a contact sends you a message while you are typing them a message, their message is added to the IM Sessions pane. If anyone else sends you a message, ***Received New*** appears on the pane.
	Any other pane	Yes, if tone notification is enabled in the device settings.	If someone sends you a message while you are on a non-IM pane, you do not receive a visual alert. You must go to the IM Sessions pane to view the message.
New IM Alert enabled	IM Sessions	Yes, if tone notification is enabled on the BlackBerry.	If someone sends you a message while you are typing them a message, their message is added to the IM Sessions pane. If anyone else sends you a message, ***Received New*** appears on the pane.
	Any other pane	Yes, if tone notification is enabled on the BlackBerry.	If someone sends you a message while you are on a non-IM pane, the IM Alert appears and you can select one of the following options from the menu: • **View**: The IM Session pane appears, and you can compose a reply. • **Ignore**: The IM Alert is dismissed. You can review it later in the IM Session pane. • **Dismiss All**: All IM Alerts are dismissed. You can review them later in the IM Session pane.

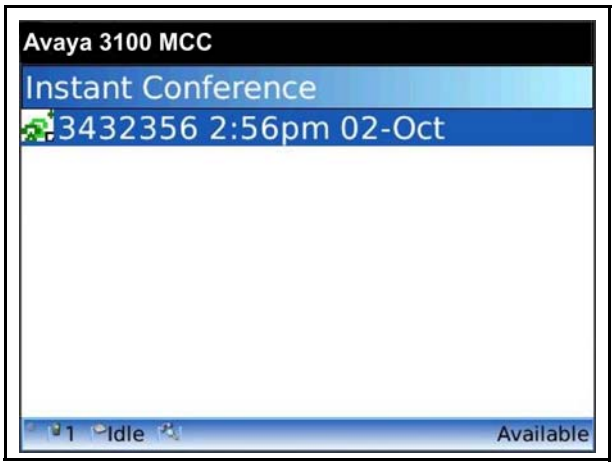
Tracking IM Sessions

The IM Sessions pane lists the last 50 messages that you exchange with as many as three of your buddies. Older records are automatically deleted.

Tracking IM Sessions

1. Navigate to the **IM Session** pane.
2. Highlight a buddy in the **Choose a Contact** box.
3. Select **Menu, Expand.**
4. Select a contact from the list, then do one of the following actions.
   - To review the messages that you exchanged, scroll down.
   - To send an instant message, select **Menu, IM**, type a message or select a canned message, and select **Menu, Send**.

Figure 20: IM Sessions pan



History (Call Logs)

The Avaya 3100 MC - Client for BlackBerry retains a record of your recent communication sessions. The following events are logged:

- number of missed calls
- incoming and outgoing calls
- incoming and outgoing instant messages
- system event notifications

The History pane contains up to 50 log entries. Older entries are automatically deleted.

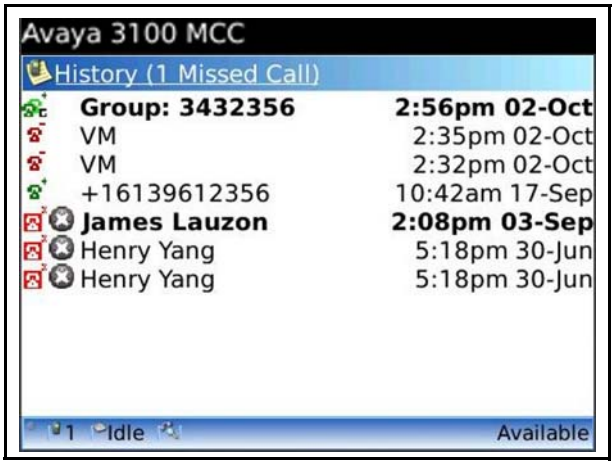
The entries are organized by time and date, but you can sort them by name or type. You can also filter the list so that only entries of a particular type display. You can select an individual entry to view contact details, add the contact to your local address book, or to initiate a call.

Viewing the History

Viewing the entire log

- Navigate to the **History** pane.

Figure 21: History pane



The following sections list and explain the icons on this screen.

Call icon

- Incoming call - accepted
- Incoming call - declined
- Incoming call - missed
- Outgoing call - successfully made
- Outgoing call - failed
- Outgoing call - no response
- Outgoing call - status unknown

Instant Message icon

- Incoming instant message - unread
- Incoming instant message - read
- Outgoing instant message - not delivered
- Outgoing instant message - successfully delivered
- Outgoing instant message - sent
- Outgoing instant message - status unknown

Instant Conference icon

- Instant Conference

System Notification icon

- System notification - received
- System notification - read

Sorting and filtering History entries

You can sort entries in the History pane by name, record type (for example, system notification, call), or time received. You can also filter the list to display only missed calls, incoming calls, or outgoing calls.

Sorting and filtering entries in the History pane

1. Navigate to the **History** pane.
2. Select **Menu, Sort by (Time)** (default).
   OR
   Select **Menu, Sort by (Name)**.

   The entries are sorted according to your selection.
3. Select a filter preference from the menu:
   - **All** (default)
   - **Incoming**
   - **Missed**
   - **Outgoing**

   The entries are displayed according to your view preference.

Viewing History details

Viewing detailed log information

1. Navigate to the **History** pane.
2. Scroll and highlight the entry you want to view.
3. Select **Menu, Log Details**.
4. On the **History Detail** pane, you can review:
   - the status of a person associated with the log entry
   - the log record type and the success or failure indicator
   - phone number or instant message text
   - time, date, and elapsed time

   Note: You can also begin a communications session by selecting **Menu, Call** or **Menu, IM**.

Deleting entries

You can delete an entry, or you can delete all entries from the History pane.

Deleting a single entry

1. Navigate to the **History** pane.
2. Scroll through the list and highlight the entry you want to delete.
3. Select **Menu, Delete, Delete Selected**

Deleting all entries

1. Navigate to the **History** pane.
2. Select **Delete, Delete All**.
3. Select **Yes** or **No** at the prompt.

Clearing missed calls

You can change the status of all the missed call records that appear on the History pane. The missed call status changes from New Incoming Call to Incoming Call (Incoming Call Missed), and the entries change from bold to normal. On the main pane, the missed call count resets to zero.

Clearing the missed calls

1. Navigate to the **History** pane.
2. Select **Clear All Missed Calls**.

Managing voice mail

In addition to checking for messages, you can call the voice mail system to access your mailbox.

Tracking the status of your messages

You can track the status of your messages on the Main pane and the Voice Mail pane. If there are new messages, the Main pane and Voice Mail pane show the status New.

Calling the voice mail system

The Voice Mail pane provides a quick and easy way to access the voice mail system.

Calling voice mail

1. Navigate to the Voice Mail pane.
2. Select **Call VoiceMail**.

   The Avaya 3100 MC - Client calls the voice mail server.
3. When prompted, enter your voice mail mailbox number and password.

   After you access your mailbox, you can listen to, save, and delete your messages.

   Note: You must use the BlackBerry telephone application to respond to system prompts.

Accessing the History pane

1. Navigate to the Voice Mail pane.
2. Select **See Call History**.

Acronyms

Table 20 lists the acronyms used in this guide.

Table 20: Acronyms

Acronym	Full Name
APN	Access Point Name
BES	BlackBerry Enterprise Server
BDM	BlackBerry Desktop Manager
CDMA 1xRTT	Code Division Multiple Access Single Carrier (1x) Radio Transmission Technology
COTS	Commercial off the Shelf
DND	Do Not Disturb
DTMF	Dual Tone Multi Frequency
EDGE	Enhanced Data rates for Global Evolution
FQDN	Fully Qualified Domain Name
GSM	Global System for Mobile Communications
LAN	Local Area Network
Avaya 3100 MC - Client	Avaya 3100 Mobile Communicator - Client
Avaya 3100 MCG	Avaya 3100 Mobile Communicator Gateway
RAM	Random Access Memory
RIM	Research in Motion
ROM	Read Only Memory
SIM	Subscriber Identity Module
SIP	Session Initiation Protocol
PBX	Private Branch Exchange
PSTN	Public System Telephone Network
URI	Uniform Resource Identifier
URL	Uniform Resource Locator
USB	Universal Serial Bus
VM	Voice Mail
VPN	Virtual Private Network
WiFi	Wireless Fidelity

Quick reference

You can print this chapter to carry for quick reference.

Getting started with the Avaya 3100 Mobile Communicator - Client for BlackBerry

The Avaya 3100 Mobile Communicator - Client for BlackBerry provides enterprise collaboration functionality to a BlackBerry mobile device using a data (Internet) connection over the cellular network. Avaya 3100 MC - Client for BlackBerry allows real-time communication with the Avaya 3100 Mobile Communicator Gateway and Avaya Communication Server. The term Communication Server means all communication servers that Avaya 3100 Mobile Communicator supports (see the Avaya 3100 Mobile Communicator Product Bulletin). For more information about Avaya 3100 MC - Client for BlackBerry, see *Avaya 3100 Mobile Communicator - Client for BlackBerry User Guide* (NN42030-101).

Important Notice:

Select and use headsets designed to reduce excessive sound pressure levels or acoustic shocks. Check that headsets meet their respective National or International Acoustic and Safety requirements.

Starting the Avaya 3100 MC - Client

1. Select the Avaya 3100 MC - Client application icon from the BlackBerry main menu.

The main Avaya 3100 MC - Client screen appears and you can use the application.

Note: The first time you start the Avaya 3100 MC - Client for BlackBerry, a warning appears stating that the application has requested an HTTP connection.

a. Select **Allow this connection for All HTTP connections**.

b. Enter your configuration settings at the prompt.

Accepting or declining a call
Accepting an incoming call with the Avaya 3100 MC - Client with Call Screening Enabled: 1. In the alert pane, select **Accept**. 2. Press the trackwheel or press **SEND**.
Accepting an incoming call with the Avaya 3100 MC - Client with Call Screening Disabled and Cellular Voice Mail enabled: 1. At the prompt, press pound (#).
Accepting an incoming call with the Avaya 3100 MC - Client with Call Screening Disabled and Cellular Voice Mail disabled: 1. Press the trackwheel or press **SEND**.
Declining an incoming call with the Avaya 3100 MC - Client: 1. Press **END**. The call is declined and forwards to voice mail.

Exiting or hiding the Avaya 3100 MC - Client

Exiting the Avaya 3100 MC - Client application:

1. From the Avaya 3100 MC - Client main menu, select **Menu**, **Quit**.

Hiding the Avaya 3100 MC - Client application:

1. From the main menu, select **Menu**, **Close**.

The application remains running in the background and does not appear. When you access the Avaya 3100 MC - Client for BlackBerry again from the BlackBerry main menu, you return to the last screen you used.

Dialing calls

Calling by dialing:

1. Expand the **Phone** pane.
2. Dial the extension or PSTN number of the contact.
3. Enter a prefix if one is required.
4. To place a Direct call, press the green **Call** button, or choose **Menu**, **Call**.
5. To use the Call-me-First feature, choose **Menu**, **Call me First**, and then answer the incoming call.
6. To use an alternate number, choose **Menu**, **Call From**, and then select the number from the list, or enter a new number.

Calls to friends

Calling a friend:

1. Expand the **Buddy** list pane.
2. Scroll to the name of the Buddy that you want to call.
3. Select **Menu**, **Call <number>**.
4. Enter a prefix before the number if one is required.
5. To place a Direct call, press the green **Call** button or select **Menu**, **Call**.
6. To place a Call-me-First call, select **Menu**, **Call me First**.
7. To call from an alternate number, select **Menu**, **Call From**, select a number from the list or enter a new number, and then press the green **Call** button or select **Menu**, **Call**.

For more information, see Avaya 3100 Mobile Communicator - Client for BlackBerry User Guide (NN42030-101).

Voice mail

Accessing voice mail:

1. Expand the **Voice Mail** pane.
2. Select **Call Voicemail**.

The Avaya 3100 Mobile Communicator Gateway sets up the connection to the voice mail server.

3. At the prompt, enter your voice mail mailbox number and password.

Note: You must use the BlackBerry phone application to generate DTMF tones.

Calls to an emergency number

Calling an emergency number

1. Ensure that the cellular network connection is active.
2. Go to the **Phone** panel.
3. Dial the emergency number (for example, 911).
4. Press the green **Call** button or select **Menu**, **Call <number>**.

Instant conferences

Instant conference commands:

Use these commands to manage instant conferences.

** help

*1 ends the conference

*3 dial another friend, then press #

*5 mutes or unmutes the conference

*6 mutes or unmutes your own voice

*7 locks or unlocks the conference

*8 hear a list of

Instant conferences

Initiating an Instant Conference:

1. Expand the **Buddy** list pane.

2. Scroll to and highlight the users that you want to include in the instant conference.

3. Select **Menu**, **Expand**.

4. Select **Menu**, **Query Presence** to determine the presence status of the group members.

5. To specify who you want to include in the call, highlight individual users and select **Menu**, **Select**.

6. Highlight the group folder and select **Menu**, **Instant conference**.

7. From the **Make Instant Conference From** list, select a number or enter a new number.

The system places the call.

8. Accept the incoming call, and follow the prompts. As the instant conference initiator, you must:

a) Record the conference greeting, and then press # on your phone.

b) Press **1** to review the greeting, press **2** to re-record the greeting, or press any other key to accept the greeting and start the conference.

9. The system calls the buddies you selected at their default contact locations. On a regular phone, users can accept the instant conference by pressing the **#** key or reject it by hanging up. On the Avaya 3100 MC - Client for BlackBerry, you can select one of the following menu options:

- **Join now**
- **Accept <number>**
- **Join later**
- **Decline**

Logs

The Logs pane provides a history of your most recent incoming and outgoing calls, voice mail messages, and system event notifications.

Viewing the History (Call Logs):

1. Expand the **History** pane.

2. Scroll and highlight the entry that you want to view.

3. To view the individual log entry details, select the entry, and select **Menu**, **Log Details**.